

PORTFOLIO OF RESEARCH INSTRUMENTS
ON POLICE REFERRAL

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PORTFOLIO OF RESEARCH INSTRUMENTS ON POLICE REFERRAL

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ACQUISITIONS

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WORKSHOP

in

Political Theory and Policy Analysis

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This notebook contains the Portfolio of Research Instruments on Police Referral. The Portfolio consists of the research instruments used by the Police Referral Systems Project during the summer of 1977 in the following metropolitan areas: Rochester, New York; Tampa-St. Petersburg, Florida; and St. Louis, Missouri. The Police Referral Systems Project is being conducted by the Workshop in Political Theory and Policy Analysis, Indiana University. Some of the research instruments were used in a companion study of police patrol practices and contain questions not directly applicable to police referral.

The Portfolio is designed to accompany our proposal for future research and to provide others interested in police referral with ideas on formulating research instruments. Eight instruments are included:

- Calls for Service Form
- Citizen Debriefing Form
- Citizen Survey Form
- Patrol Encounter Form
- Patrol General Shift Form
- Police Officer Interview Form
- Referral Agency Interview Form
- Referral Agency Narrative Form

Any individuals wishing to use these instruments or parts of these instruments in their own research are requested to contact the Principal Investigator, Elinor Ostrom, at the Workshop in Political Theory and Policy Analysis, Indiana University (812/337-0441).

Calls for Service Form

Information on this form is gathered as the researcher listens to incoming telephone calls for police service; listening may be done live at the telephone console or on a delayed basis by listening to tapes of citizen calls. The coder notes the jurisdiction and neighborhood of the caller, the caller's name if given, his address, and the location of the potential citizen-police encounter. Coders are instructed to write a complete verbatim description of both the citizen's problem and the operator's response. If the operator transfers the citizen or refers him to another agency's telephone number or address, the name of the agency is written on the form. Coders note the time that the call was received and the time it was terminated, whether or not the caller was put on hold, and the attributes of the caller: sex, age, race, emotional state, and position.

The form is designed so that the information written on the top part can be transferred to the bottom for keypunching. The citizen's request is translated into problem codes; there is room for three to be coded. These codes tell us the type of problem the citizen is facing, and whether or not it involves a social service need. The response codes encapsulate the nature of the operator's response; is a unit promised, is information provided, is a referral made? If a referral is made, is it done through a direct transfer or is an agency name and/or number provided? Is the referral made in response to a citizen request or is it volunteered by the operator? If a referral is made, the coder notes the police unit or social service agency assigned; the assignment code category allows us to code the unit type and the primary problem it is designed to alleviate.

CALLS FOR SERVICE/DISPATCH RECORDS FORM

CALL CODER

PROBLEM CODES

DEPT _____ CODING DATE ____/____/____ IN CURRENT NO YES _____
 SAMPLE AREA? _____ Coder _____

FORM # 0 8 JURIS/NEIGH _____ SHIFT ID _____

CALL SEQ # _____ DEPT COMPLAINT # _____ CALL DATE ____/____/____

CITIZEN _____ H PH _____ B PH _____

ADDRESS _____ LOCATION _____

REQUEST _____

RESPONSE _____

TIME CALL RCVD _____ TIME CALL END _____ PUT ON HOLD? _____ OBSERVER IN CAR? _____
 NO-1 YES-2 UNIT # SENT NO-1 YES-2

C SEX: M-1 F-2 DK-9 STATE: CLM-1 UPS-2 ANG-3 UPS & ANG-4 DK-9
 A RACE: BLK-1 LAT-2 NAT-3 POSITION: RES-1 BUS-2 GOV AGENCY-3 DK-9
 L OTH ACCENT-4 DK-9 NAME: GIV/OBT-1 NO ASK-2 REF-3 UNINTEL-4
 E AGE: YNG-1 MID-2 OLD-3 DK-9 PROG?: NO-1 YES-2 DK-9 / WEPN?: N-1 Y-2 DK-9
 R

DATA SOURCE: TAPE / LIVE / RECORDS / _____ SELECTED FOR DEBRIEFING? NO-1 YES-2
 Coder _____

PATROL CASE # _____ JURIS _____ NEIGH _____ SHIFT ID _____ SEQ # _____ LETTER SENT _____ / _____
 Date _____ ID # _____

0	8	3	5	7	9	12	15				
1											
FORM #	JURIS	NEIGH	SHIFT ID	SEQ #	CALL CODER	MO	DAY				
18	21	24	27	29	30	31	32	33	34	35	
PROB #1	PROB #2	PROB #3	PH TIME	HOLD	SEX	RAC	AGE	STA	POS	NAM	
36	37	38	40	42	44	47	51	53			
PROG	WPN	RESP #1	RESP #2	RESP #3	DISP CODER	*DEPT INCIDT CODE	ASSNMT #1	ASSNMT #2			

55 _____ 59 _____ 63 _____ 67 _____
 TIME RCVD TIME DISPATCHED TIME ARRVD TIME BACK IN SERVICE

PATROL ENCOUNTER CASE #: _____ DEBRIEFING? _____
 71 _____ 73 _____ 75 _____ 77 _____ 80 _____
 JURIS NEIGH SHIFT ID SEQ #

Coding Checked _____ Keypunched _____ Verified _____

Citizen Debriefing Form

This form was designed to "debrief" citizens about their recent contact with police. Names and addresses of people who had recent contact with the police were obtained both by listening to calls for service and by patrol observation. No names or addresses were recorded on this form to insure confidentiality. The instrument attempts to provide information on:

- citizen perceptions of the problem
- citizen perceptions of police actions taken
- citizen evaluation of police actions
- background information on citizens and their neighborhoods

The form contains multiple color-coded sections covering different types of problems such as assistances, victimizations, or traffic accidents.

Debriefers either called citizens on the telephone or visited their homes and administered the appropriate section.

The referral section of this form extends from Question 124 on Page 15 to Question 134 on Page 16. We ask if officers other than the investigating officers contacted the citizen, and if so, what division they were from. These questions let us know if a case was referred to the detective bureau or to the juvenile branch, but are asked only of persons directly involved in the incident. All respondents were asked if either patrol officers or police telephone operators told them to contact someone other than the police about their problem. We coded the names of all agencies mentioned, either through a series of generic agency-type codes or through a series of alphanumeric codes that varied across metropolitan areas and represented specific agencies rather than

agency types. Respondents were asked if the police helped place them in contact with the agency, and if so, in what manner. They were asked to rate the police response.

We also asked a series of questions about citizen-referral agency contact. Citizens were asked if they had been in contact with the agency to which they were referred by the police, and if so, whether the agency had been helpful. They were asked to describe the agency's actions. If they had not contacted the agency, respondents were asked why they had not. This series of questions, thus, contains ratings of both police and community agency referral efforts. There are several other questions on the Citizen Debriefing Form that can be used as control variables in analysis, such as the citizen attributes operationalized on Page 19.

POST INFORMATION TO THIS SHEET AFTER INTERVIEW IS COMPLETED FROM LOG SHEET AND FROM INFORMATION NOW IN HAND.

- | | | | | | |
|-----|--|---|-------------|-------|----------------|
| 1. | Interviewer name and number _____ | _____ | _____ | _____ | 14 |
| 2. | Number of callbacks prior to interview _____ | _____ | _____ | _____ | 17 |
| 3. | Recorded date of incident ____/____/____ | _____ | _____ | _____ | 18 mo. day |
| 4. | Problem codes on log sheet ____/____/____ | _____ | _____ | _____ | 21 |
| 5. | Date letter sent ____/____/____ | _____ | _____ | _____ | 30 mo. day |
| 6. | Date of interview ____/____/____ | _____ | _____ | _____ | 33 mo. day |
| 7. | Interview: 1 ____ conducted on phone | 2 ____ conducted in person | _____ | _____ | 36 1 2 |
| 8. | Interview: 1 ____ completed | 2 ____ partial -- Explain why below in Comments | _____ | _____ | 37 1 2 |
| 9. | Source of initial data for this incident | _____ | _____ | _____ | |
| | 1 ____ calls for service coding | 2 ____ patrol encounter | 3 ____ both | _____ | 38 1 2 3 |
| 10. | Case number: Calls for service coding form | 0 8 | _____ | _____ | _____ |
| | | 39 form | juris | neigh | shift sequence |
| 11. | Case number: Patrol encounter form | 0 2 | _____ | _____ | _____ |
| | | 50 form | juris | neigh | shift sequence |
| 12. | Total time in minutes of this interview | _____ | _____ | _____ | _____ |

Comments

61

WHEN COMPLETED: STAPLE THIS PAGE TO THE FRONT OF CITIZEN DEBRIEFING FORM AND NOTE INTERVIEW DATE ON LOG SHEET

Team Leader	Keypuncher	Verifier
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9
10	10	10
11	11	11
12	12	12
13	13	13
14	14	14
15	15	15
16	16	16
17	17	17
18	18	18
19	19	19
20	20	20
21	21	21
22	22	22
23	23	23
24	24	24
25	25	25
26	26	26
27	27	27
28	28	28
29	29	29
30	30	30
31	31	31
32	32	32
33	33	33
34	34	34
35	35	35
36	36	36
37	37	37
38	38	38
39	39	39
40	40	40
41	41	41
42	42	42
43	43	43
44	44	44
45	45	45
46	46	46
47	47	47
48	48	48
49	49	49
50	50	50
51	51	51
52	52	52
53	53	53
54	54	54
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56	56	56
57	57	57
58	58	58
59	59	59
60	60	60
61	61	61
62	62	62
63	63	63
64	64	64
65	65	65
66	66	66
67	67	67
68	68	68
69	69	69
70	70	70
71	71	71
72	72	72
73	73	73
74	74	74
75	75	75
76	76	76
77	77	77
78	78	78
79	79	79
80	80	80
81	81	81
82	82	82
83	83	83
84	84	84
85	85	85
86	86	86
87	87	87
88	88	88
89	89	89
90	90	90
91	91	91
92	92	92
93	93	93
94	94	94
95	95	95
96	96	96
97	97	97
98	98	98
99	99	99
100	100	100

Interview Verified

POLICE SERVICES STUDY
CITIZEN DEBRIEFING FORM

INTRODUCTION I (USE WHEN FULL NAME IS AVAILABLE)

Hello, my name is _____. May I speak to _____ . I am part of a research team studying police services in this area. I understand you had contact with the _____ Police Department on _____ (date) concerning _____. I would like to talk with you about this incident. You may have received a letter from us explaining our project.

INTRODUCTION II (USE WHEN FULL NAME IS NOT AVAILABLE)

Hello, my name is _____. I am part of a research team studying police services in this area. I understand that someone who lives in your household recently had contact with the _____ Police Department on _____ (date) concerning _____. I would like to talk with that person.

IF CITIZEN HESITATES OR IS UNCERTAIN, ASSURE HIM/HER THAT:

1. All responses are confidential.
2. We are cooperating with the local police, but are independent.
3. Citizen can call _____ to verify your identity.
(phone number)
4. The interview will only take 10 minutes.

IF CITIZEN IS STILL HESITANT, ASK IF YOU CAN CALL AGAIN AT SOME MORE CONVENIENT TIME. SET UP TIME TO CALL. NOTE CALL BACK INFORMATION ON LOG SHEET AND APPOINTMENT CARD.

Time Interview Started _____ : _____

1. Could you tell me what happened? _____

64

PROBE FOR TYPE OF INCIDENT AND RESPONDENT'S RELATIONSHIP TO IT.

PROBLEM CODES: _____

67

WAS RESPONDENT: 1 _____ PERSON INVOLVED 2 _____ THIRD PARTY

70

1 2

73

2. Where did this happen? _____

DON'T READ

- 1 _____ in their residence
- 2 _____ in their block
- 3 _____ in the sample neighborhood
- 4 _____ outside sample neighborhood, but in jurisdiction
- 5 _____ outside jurisdiction

74

1 2 3 4 5

3. How did the police find out about this? _____

DON'T READ

- 1 _____ respondent or household member called police
- 2 _____ respondent or household member signaled a passing officer
- 3 _____ friend/neighbor called or signaled
- 4 _____ passerby called or signaled
- 5 _____ respondent went to station → **GO TO PAGE 4**
- 6 _____ police noticed incident, no call necessary
- 8 _____ other
- 9 _____ don't know

75

1 2 3 4 5

6 8 9

**NEXT CARD
DUPLICATE 1-12**

13 2

IF PROPERTY WAS STOLEN OR DAMAGED

4. How much was the estimated property loss? \$ _____

A ROUND ESTIMATE TO THE NEAREST DOLLAR IS FINE. IF DON'T KNOW, CODE-9. IF TOO LARGE, CODE ALL 9'S.

14

IF SOMEONE WAS INJURED, OR YOU ARE NOT SURE WHETHER ANYONE WAS HURT

5. Was anyone injured badly enough to require medical treatment?

1 ___ no 2 ___ yes 9 ___ don't know

20 1 2 9 +

IF THE POLICE WERE CALLED

6. Did the police come?

1 ___ no
2 ___ not at the time of the call,
but detective came later
3 ___ yes
9 ___ don't know

21 1 2 3 9 +

GO TO PAGE 8

GO TO PAGE 4

IF POLICE NEVER ARRIVED

7. Why didn't they come?

DON'T READ

1 ___ took report over phone
2 ___ said incident wasn't a crime
3 ___ said they would come, but didn't
8 ___ other
9 ___ don't know

1 2 3 8 9

GO TO PAGE 4

22 +

8. Were you there when the police arrived?

1 ___ no 2 ___ yes 9 ___ don't know

23 1 2 9 +

IF YES

9. How many minutes did it take the police to arrive?

IF DON'T KNOW, CODE-9. GO TO ENCOUNTER SECTION

24

10. Was this faster, slower, or about what you had expected?

1 ___ faster 2 ___ slower 3 ___ about the same 9 ___ don't know

1 2 3 9

GO TO APPROPRIATE ENCOUNTER SECTION

27 +

ASSISTANCE OR DISTURBANCE → PAGE 5

VICTIMIZATIONS → PAGE 8

TRAFFIC ACCIDENTS → PAGE 12

ENCOUNTERS WHERE THE POLICE NEVER CAME OR RESPONDENT DOES NOT KNOW
IF THEY CAME. ASK RESPONDENT THE RELEVANT QUESTIONS FROM THE
FOLLOWING SET. STARRED QUESTIONS MUST BE ASKED.

		1. + + + + +
		28
*11. Did the police say they would make out a report?	1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked	35 1 2 3 9 +
12. Did they call for medical help?	1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked	36 1 2 3 9 +
13. Did they call for any other help?	1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked	37 1 2 3 9 +
14. Did the police give you the assistance you asked for?	1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked	38 1 2 3 9 +
15. Did they comfort or reassure you?	1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked	39 1 2 3 9 +
*16. How satisfied were you with what they did? Were you:	1 ___ very satisfied, 2 ___ satisfied, 3 ___ neutral, 4 ___ dissatisfied, or 5 ___ very dissatisfied? 9 ___ don't know	<div style="border: 1px solid black; padding: 2px; display: inline-block;">NEXT CARD DUPLICATE 1-12</div> 13 3 + + + + + 19 + + 1 2 3 4 5 9 + 21
*17. Was the person you talked with courteous?	1 ___ no 2 ___ yes 9 ___ don't know	22 1 2 9
<div style="border: 1px solid black; padding: 2px; display: inline-block;">GO TO QUESTION 126 ON PAGE 15</div>		<div style="border: 1px solid black; padding: 2px; display: inline-block;">SKIP TO COL. 40.</div>

* Q. 16 and Q. 17 must be asked of all respondents.

ENCOUNTERS INVOLVING ASSISTANCE OR DISTURBANCES. ASK RESPONDENT THE RELEVANT QUESTIONS FROM THE FOLLOWING SET.

- _____ 2 + + + + +
28
- *18. Did the police say they would make out a report?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 35 1 2 3 9 +
19. Did they call for medical help?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 36 1 2 3 9 +
20. Did they call for any other help?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 37 1 2 3 9 +
21. Did the police give you the assistance you asked for?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 38 1 2 3 9 +
22. Did they comfort or reassure anyone?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 39 1 2 3 9 +
- IF YES 23. Was this you or someone else?
1 ___ respondent 2 ___ someone else 3 ___ both 40 1 2 3 +
24. Did they look around or search area?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 41 1 2 3 9 +
25. Did the police provide other physical assistance (e.g., fix flat tire, unlock door, etc.)?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 45 1 2 3 9 +
26. Did they tell you how to avoid this happening in the future?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 46 1 2 3 9 +
- IF YES 27. Was this you or someone else?
1 ___ respondent 2 ___ someone else 3 ___ both 47 1 2 3 +
28. Did they help settle an argument?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 48 1 2 3 9 +
29. Did the police talk anyone into leaving the area?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 49 1 2 3 9 +
- IF YES 30. Was this you or someone else?
1 ___ respondent 2 ___ someone else 3 ___ both 50 1 2 3 +

31. Did they give anyone first aid?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked ₅₁ 1 2 3 9 +

IF YES 32. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both ₅₂ 1 2 3 +

33. Did they take anyone to a doctor, hospital or clinic?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked ₅₃ 1 2 3 9 +

IF YES 34. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both ₅₄ 1 2 3 +

35. Did they threaten to arrest anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked ₅₅ 1 2 3 9 +

IF YES 36. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both ₅₆ 1 2 3 +

37. Did they arrest anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked ₅₇ 1 2 3 9 +

IF YES 38. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both ₅₈ 1 2 3 +

39. Was this at the scene or at a later time?

1 ___ at scene 2 ___ at a later time 3 ___ both ₅₉ 1 2 3 +

40. Did they take anyone to the police station?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked ₆₀ 1 2 3 9 +

IF YES 41. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both ₆₁ 1 2 3 +

42. Did the police frisk anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked ₆₂ 1 2 3 9 +

IF YES 43. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both ₆₃ 1 2 3 +

44. Did they shout at anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 64 1 2 3 9 +

IF YES 45. Was this at you or at someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 65 1 2 3 +

46. Was anyone handcuffed?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 66 1 2 3 9 +

IF YES 47. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 67 1 2 3 +

48. Did they threaten to hit anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 68 1 2 3 9 +

IF YES 49. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 69 1 2 3 +

50. Did the police use physical force on anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 70 1 2 3 9 +

IF YES 51. Was this on you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 71 1 2 3 +

52. Did the police draw or fire a gun?

1 ___ no 2 ___ yes, drew gun 3 ___ yes, fired gun 4 ___ refused 72 1 2 3 4 9 +
9 ___ don't know + ___ not asked

GO TO PAGE 14

ENCOUNTERS INVOLVING VICTIMIZATIONS. ASK RESPONDENT THE RELEVANT QUESTIONS FROM THE FOLLOWING SET. STARRED QUESTIONS MUST BE ASKED.

28 ³

*53. Did you have any information about who did this?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know

29 1 2 3 9 +

IF YES

54. What type of information did you have? _____

DON'T READ:

- 1 ___ saw person(s) and knew who they were
2 ___ saw person(s) and could describe them
3 ___ did not see anyone, but had some idea of who did it
4 ___ similar thing happened to neighbor
8 ___ other

30 1 2 3 4 8 +

55. What information did you give to the police? _____

DON'T READ:

- 1 ___ told them I didn't know anything
2 ___ gave them all information I had
3 ___ gave them some information, but not all
4 ___ didn't tell them anything, because they did not ask
8 ___ other

31 1 2 3 4 8 +

GO TO Q 58

IF HAD MORE INFORMATION THAN GAVE TO POLICE

56. Is there any particular reason why you didn't tell the police all the information you knew?

DON'T READ:

- 1 ___ they didn't ask
2 ___ forgot at the time
3 ___ didn't want to embarrass friend, neighbor, or family
4 ___ afraid of consequences, retaliation
8 ___ other

32 1 2 3 4 8 +

GO TO Q 58

*57. Did the police ask if you had any information about who did this?

1 ___ no 2 ___ yes 9 ___ don't know

33 1 2 9 +

*58. Did they question anyone else?

1 ___ no 2 ___ yes 9 ___ don't know

34 1 2 9 +

*59. Did the police say they would make out a report?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
35

60. Did they call for medical help?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
36

61. Did they call for any other help?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
37

62. Did they comfort or reassure anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
38
39

IF YES 63. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 1 2 3 +
40

64. Did they look around or search area?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
41
44

65. Did the police provide other physical assistance (e.g., fix flat tire, unlock door, etc.).

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
45

66. Did they tell (anyone) how to avoid this happening in the future?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
46

IF YES 67. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 1 2 3 +
47

68. Did they give anyone first aid?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
48
51

IF YES 69. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 1 2 3 +
52

70. Did they take anyone to a doctor, hospital, or clinic?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 1 2 3 9 +
53

IF YES 71. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 1 2 3 +
54

72. Did they threaten to arrest anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 55 1 2 3 9 +

IF YES 73. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 56 1 2 3 +

74. Did they arrest anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 57 1 2 3 9 +

IF YES 75. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 58 1 2 3 +

76. Was this at the scene or at a later time?

1 ___ at scene 2 ___ at a later time 3 ___ both 59 1 2 3 +

77. Did they take anyone to the police station?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 60 1 2 3 9 +

IF YES 78. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 61 1 2 3 +

79. Did the police frisk anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 62 1 2 3 9 +

IF YES 80. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 63 1 2 3 +

81. Did they shout at anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 64 1 2 3 0 +

IF YES 82. Was this at you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 65 1 2 3 +

83. Was anyone handcuffed?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 66 1 2 3 9 +

IF YES 84. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 67 1 2 3 +

85. Did they threaten to hit anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 68 1 2 3 9 +

☐ IF YES 86. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 69 1 2 3 +

87. Did the police use physical force on anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 70 1 2 3 9 +

☐ IF YES 88. Was this on you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 71 1 2 3 +

89. Did the police draw or fire a gun?

1 ___ no 2 ___ yes, drew gun 3 ___ yes, fired gun 4 ___ refused 72 1 2 3 4 9 +

9 ___ don't know + ___ not asked

GO TO PAGE 14

ENCOUNTERS INVOLVING TRAFFIC ACCIDENTS. ASK RESPONDENT THE RELEVANT QUESTIONS FROM THE FOLLOWING SET. STARRED QUESTIONS MUST BE ASKED.

- _____ 4 + + + + +
28
- *90. Did the police say they would make out a report?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 35 1 2 3 9 +
91. Did they call for medical help?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 36 1 2 3 9 +
92. Did they call for any other help?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 37 1 2 3 9 +
93. Did they comfort or reassure anyone?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 38 +
39 1 2 3 9 +
- IF YES** 94. Was this you or someone else?
1 ___ respondent 2 ___ someone else 3 ___ both 40 1 2 3 +
95. Did they direct traffic at the scene?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 41 1 2 3 9 +
96. Did they give anyone a traffic ticket?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 42 1 2 3 9 +
- IF YES** 97. Was this you or someone else?
1 ___ respondent 2 ___ someone else 3 ___ both 43 1 2 3 +
98. Did they give anyone first aid?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 44 + + + + + + +
51 1 2 3 9 +
- IF YES** 99. Was this you or someone else?
1 ___ respondent 2 ___ someone else 3 ___ both 52 1 2 3 +
100. Did they take anyone to a doctor, hospital, or clinic?
1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 53 1 2 3 9 +
- IF YES** 101. Was this you or someone else?
1 ___ respondent 2 ___ someone else 3 ___ both 54 1 2 3 +

102. Did they threaten to arrest anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 55 1 2 3 9 +

☐ IF YES 103. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 56 1 2 3 +

104. Did they arrest anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 57 1 2 3 9 +

☐ IF YES 105. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 58 1 2 3 +

106. Was this at the scene or at a later time?

1 ___ at scene 2 ___ at a later time 3 ___ refused 59 1 2 3 +

107. Did they take anyone to the police station?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 60 1 2 3 9 +

☐ IF YES 108. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 61 1 2 3 +

109. Did the police frisk anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 62 1 2 3 9 +

☐ IF YES 110. Was this you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 63 1 2 3 +

111. Did they shout at anyone?

1 ___ no 2 ___ yes 3 ___ refused 9 ___ don't know + ___ not asked 64 1 2 3 9 +

☐ IF YES 112. Was this at you or someone else?

1 ___ respondent 2 ___ someone else 3 ___ both 65 1 2 3 +

GO TO PAGE 14

66 + + + + + + +

LIST A Person or Office to Whom They Complained

- 01 = police chief
 - 02 = called police department, talked to person who answered or to whom I was directed
 - 03 = talked to friend in police department
 - 04 = talked to police community relations group or leader
 - 05 = talked to other police department official
 - 06 = mayor, city manager, county manager
 - 07 = called city hall and talked to person who answered or to whom I was directed
 - 08 = talked to friend in city or county government
 - 09 = member of city or county council
 - 10 = talked to other city or county official
 - 11 = ombudsman
 - 12 = civic/community group or leader
 - 13 = civil rights group or leader
 - 14 = neighborhood group or leader
 - 15 = priest or religious leader
 - 16 = ethnic group or leader
 - 17 = TV, radio, newspaper
 - 18 = lawyer
 - 19 = neighbor
 - 88 = other
-
-

LIST B Why They Didn't Complain

- 01 = afraid of police
 - 02 = no time
 - 03 = problem fixed without need to complain
 - 04 = wouldn't do any good to complain
 - 05 = complaining might make problem worse
 - 06 = didn't know to whom to complain
 - 07 = other complained, no need for me to do so
 - 08 = not important enough
 - 09 = didn't think I should complain about something like a parking ticket or other minor infraction
 - 88 = other
 - 99 = don't know
-

113. How many officers responded to your call? _____

3
13

114.. Were the officers courteous? _____

14

1 ___ no 2 ___ some were, some weren't 3 ___ yes 9 ___ don't know 16 1 2 3 9 +

115. How many of the officers were male? _____

_____ were male -9 _____ don't know

17

116. How many of the officers were white? _____

_____ were white -9 _____ don't know

19

117. How satisfied were you with what the police did? Were you? _____

1 ___ very satisfied,
2 ___ satisfied,
3 ___ neutral,
4 ___ dissatisfied, or
5 ___ very dissatisfied?

DON'T READ

9 ___ don't know

1 2 3 4 5

21 9 +

IF DISSATISFIED OR VERY DISSATISFIED

22 +

118. Why were you dissatisfied? _____

1 ___ officer not courteous
2 ___ officer not able to solve problem
3 ___ officer incompetent, didn't know what he or she was doing
4 ___ officer used poor judgement, did the wrong thing
5 ___ officer didn't care, not understanding
6 ___ poor response time
8 ___ other

23

24

25

26

119. Did you complain to anyone about this? _____

1 ___ no 2 ___ yes

27 1 2 +

IF YES 120. To whom did you complain? _____

Name

Type Code

28

Name

Type Code

30

GET NAME AND POSITION OF INDIVIDUAL. CODE
FROM LIST A ON BACK OF PAGE 13

IF NO

121. Why didn't you complain? _____

32

34

CODE FROM LIST B ON BACK OF PAGE 13

ASK ONLY IF RESPONDENT WAS THE PERSON INVOLVED -- OTHERWISE GO TO Q.126

122. How did you feel before the police arrived? Were you:

- 1 ___ calm,
2 ___ upset, or
3 ___ angry?

DON'T READ

1 2 3 4 8

- 4 ___ upset & angry
8 ___ other
9 ___ don't know

36 9 +

123. How did you feel when they left? Were you:

- 1 ___ calm,
2 ___ upset, or
3 ___ angry?

DON'T READ

1 2 3 4 8

- 4 ___ upset & angry
8 ___ other
9 ___ don't know

37 9 +

124. In addition to the police who came out the first time, did any other officer from the _____ Police Department contact you about this?

- 1 ___ no 2 ___ yes 9 ___ don't know

38 1 2 9 +

IF YES 125. Were the officers from:

- 1 ___ the detective division,
2 ___ another patrol unit,
3 ___ the community relations
division
4 ___ the youth bureau, or
5 ___ another police division?

DON'T READ

1 2 3 4 5

- 9 ___ don't know

39 9 +

ASK ALL RESPONDENTS REMAINDER OF QUESTIONNAIRE

126. Did the patrol officer or police telephone operator tell you to contact anyone else about this?

- 1 ___ no
2 ___ yes
9 ___ don't know

40 1 2 9 +

GO TO PAGE 17

127. Who did they suggest you contact?

Name _____ Type Code 41

Name _____ Type Code 43

128. Did the police help you get in touch with them?

1 ___ no 2 ___ yes 9 ___ don't know

45 1 2 9 +

IF YES 129. How did the police help you contact this agency?
Did they:

- 1 ___ make an appointment for you
2 ___ give you the telephone number or specific address
3 ___ contacted agency for you
8 ___ help you in some other way _____

46 1 2 3 8 +

130. How satisfied were you with this response by your police department?

Were you:

- 1 ___ very satisfied,
2 ___ satisfied,
3 ___ neutral,
4 ___ dissatisfied, or
5 ___ very dissatisfied?

DON'T READ

9 ___ don't know

1 2 3 4 5

47 9 +

131. Have you had any contact with this agency about this incident?

1 ___ no 2 ___ yes 3 ___ tried, unable to 9 ___ don't know

48 1 2 3 9 +

IF YES 132. Has this agency been very helpful, somewhat helpful, or no help at all?

- 1 ___ very helpful
2 ___ somewhat helpful
3 ___ no help at all
9 ___ don't know

49 1 2 3 9 +

133. What did this agency do? _____

IF RESPONDENT HAS NOT CONTACTED AGENCY

134. Why haven't you contacted this agency? _____

1 2 3 4 5

50 8 +

- 1 ___ too much time and trouble
2 ___ services no longer needed, problem fixed
3 ___ did not think it would do any good
4 ___ might make problem worse
5 ___ not important enough
8 ___ other _____

NOW I HAVE SOME GENERAL QUESTIONS.

135. What kind of a housing unit do you live in? Is it a:

- 1 ☐ single family residence, 1 2 3 4 8
 2 ☐ a duplex, 51
 3 ☐ an apartment house,
 4 ☐ a mobile home, or
 8 ☐ another type of residence? _____

136. Do you own, are you buying, or do you rent this unit?

- 1 ☐ own DON'T READ 1 2 3 9
 2 ☐ buying 52
 3 ☐ renting 9 ☐ don't know

137. About how long have you lived in this neighborhood? _____ / _____
 yrs mos

FOR THOSE WHO HAVE LIVED IN THE NEIGHBORHOOD AT LEAST ONE YEAR 53

138. Do you think crime in your neighborhood in the last year has:

- 1 ☐ increased, DON'T READ 1 2 3 9 +
 2 ☐ decreased, or 57
 3 ☐ stayed the same? 4 ☐ no crime here
 9 ☐ don't know

139. Overall, would you rate the police service in the two to three blocks around your home as:

- 1 ☐ outstanding, DON'T READ 1 2 3 4 5
 2 ☐ good,
 3 ☐ adequate, 9 ☐ don't know
 4 ☐ inadequate, or 58
 5 ☐ very poor?

140. Approximately how many hours a week do you watch police or detective programs on TV?

59 — —

CODE 98 IF THEY NEVER WATCH TV AND 99 IF THEY DON'T KNOW

141. Have you had any other contact with the police that has influenced your opinion of them?

1 ___ no 2 ___ yes 9 ___ don't know
 [] > [GO TO NEXT PAGE] < []

61 1 2 9

142. What was it?

DON'T READ, CODE ALL RESPONSES THAT ARE MENTIONED

- 1 ___ been victimized previously
- 2 ___ been stopped previously
- 3 ___ been assisted previously
- 4 ___ know of previous mistreatment
- 5 ___ personal friends with police officer(s)
- 6 ___ previous arrest
- 7 ___ attended meeting where police made presentation
- 8 ___ am now or have been a police officer or a police officer's spouse or relative
- 9 ___ complained previously
- 0 ___ other

62

63

64

143. Was this experience(s) with the _____ Police Department?

1 ___ no 2 ___ yes 3 ___ some were, some weren't 9 ___ don't know

65 1 2 3 9 +

144. Overall, have these other experiences given you a favorable, unfavorable, or mixed impression of the _____ Police Department?

DON'T READ

- 1 ___ made a favorable impression
- 2 ___ made an unfavorable impression
- 3 ___ made a mixed impression
- 4 ___ no change in my impression
- 9 ___ don't know

1 2 3 4 9

66 +

Your answers to the following questions will be useful for comparing different neighborhoods.

145. How much education have you had?

00	01	02	03	04	05	06	07	08	09	10	11	12		
						Grammar School	Junior High			High School				
13	14	15	16	17	18	19	20	21						
College or				Graduate School										
Technical School														

67

146. What is your race or ethnic background?

1	White	6	refused											
2	Black													
3	Latino													
4	American Indian													
8	other													

1 2 3 4 8

6
69

147. What year were you born? 18__ 19__ (Enter year)

70

NEXT
CARD

13

148. What is the age and sex of the other members of your household?

1st	__	M F	6th	__	M F	Male = 1								
2nd	__	M F	7th	__	M F	Female = 2								
3rd	__	M F	8th	__	M F									
4th	__	M F	9th	__	M F									
5th	__	M F	10th	__	M F									

14	age	sx	/	age	sx
20	age	sx	/	age	sx
26	age	sx	/	age	sx
32	age	sx	/	age	sx
38	age	sx	/	age	sx

149. Is your total family income for a year:

1	below \$5,000,													
2	between \$5,000 and \$10,000,													
3	between \$10,000 and \$15,000,	6	refused											
4	between \$15,000 and \$20,000, or	9	don't know											
5	more than \$20,000?													

DON'T READ

1 2 3 4 5

6 9
44

150. Respondent's sex: 1 __ male 2 __ female 9 __ don't know

45 1 2 9

TIME AT END ____ : ____

My supervisor on this project may call you to verify the completion of this interview.

Would you like a short summary of our report?

Thank you very much for your help!

Citizen Survey

The Citizen Survey was administered by telephone to a sample of approximately 200 randomly-selected residents in each of our 60 study neighborhoods. Its general purpose was to obtain information on citizen perceptions of, experiences with, and evaluations of the police agency serving a neighborhood. The questions most appropriate to the Referral Study are Questions 10-12 dealing with citizen attitudes on police provision of social services. Citizens were asked if they thought police should handle such services as emergency medical transportation, family disputes, and public nuisance cases. All of these examples involve noncriminal calls for service, a major focus of our study.

BY _____

COVER PAGE
FORM 01

SEX M F

Jurisdiction _____

Neighborhood _____

Sequence # _____

↑ ↑
ATTACH SAMPLE SLIP HERE

29-

[illegible]

Hello. My name is _____. I'm part of a research team studying the local police. I would like to have about 15 minutes of your time to ask some questions about police SERVICES IN YOUR NEIGHBORHOOD.

First, I would like to ask about your immediate neighborhood, just the two or three blocks right around your house.

NOTE TIME OF BEGINNING INTERVIEW HERE: _____ a.m.
 _____ p.m.

1. About how long have you lived in your neighborhood?

_____ Years

30- _____

_____ Months

32- _____

IF LESS THAN ONE MONTH, TERMINATE INTERVIEW HERE.

ALSO, IF RESPONDENT MIGHT BE LESS THAN 16, ASK AGE AT THIS POINT. IF RESPONDENT IS LESS THAN 16, ASK TO SPEAK TO ANOTHER MEMBER OF THE HOUSEHOLD WHO IS OLDER THAN 16.

2. What police force serves your neighborhood? _____

34- _____

36- _____

3. How would you rate the overall quality of police services in your neighborhood? Remember, we mean the two or three blocks right around your home. Are they OUTSTANDING, GOOD, ADEQUATE, INADEQUATE or VERY POOR?

1() Outstanding

38-

2() Good

1 2 3 4 5

3() Adequate

4() Inadequate

6 9 +

5() Very poor

6() Non-existent

9() Don't know

4. (FOR THOSE WHO HAVE LIVED IN THE NEIGHBORHOOD AT LEAST ONE YEAR)

Do you think crime in your neighborhood in the last year has INCREASED, DECREASED or STAYED THE SAME?

1() Increased

39-

2() Decreased

1 2 3 9 +

3() Stayed the same

9() Don't know

5. Do you think some neighborhoods in (jurisdiction) get better police services than your neighborhood?

1() Yes

40-

2() No

1 2 9 +

9() Don't know

6. Do you think that your police department tries to provide the kind of services that people in your neighborhood want?

1() Yes

41-

2() No.

1 2 9 +

9() Don't know

7. How likely do you think it is that your home will be burglarized in the next year? Do you think it is VERY LIKELY, SOMEWHAT LIKELY or NOT AT ALL LIKELY?

1() Very likely

42-

2() Somewhat likely

1 2 3 9 +

3() Not at all likely

9() Don't know

8. How about vandalism, how likely do you think it is that your home will be vandalized in the next year? Do you think it is VERY LIKELY, SOMEWHAT LIKELY or NOT AT ALL LIKELY?

1() Very likely

43-

2() Somewhat likely

1 2 3 9 +

3() Not at all likely

9() Don't know

9. How likely do you think it is that you will be robbed by someone with a weapon in your neighborhood in the next year? Do you think it is VERY LIKELY, SOMEWHAT LIKELY or NOT AT ALL LIKELY?

1() Very likely

44-

2() Somewhat likely

1 2 3 9 +

3() Not at all likely

9() Don't know

- | | | |
|---|---|-------------------------|
| 10. Do you think your police should use their squad cars to transport seriously sick or injured persons to a doctor or a hospital? | 1() Yes
2() No
9() Don't know | 45-
1 2 9 + |
| 11. Do you think that your police should help to quiet family disputes if they get out of hand? | 1() Yes
2() No
9() Don't know | 46-
1 2 9 + |
| 12. Do you think your police should handle cases involving public nuisances, such as barking dogs or burning rubbish? | 1() Yes
2() No
9() Don't know | 47-
1 2 9 + |
| 13. When the police are called in your neighborhood, in your opinion, do they arrive VERY RAPIDLY, QUICKLY ENOUGH, SLOWLY or VERY SLOWLY? | 1() Very rapidly
2() Quickly enough
3() Slowly
4() Very slowly
5() Not at all
9() Don't know | 48-
1 2 3 4 5
9 + |

Now I am going to read some statements about city government and the police. Would you tell me whether you agree or disagree with each of these statements.

- | | | |
|---|---|-------------------------|
| 14. The local government is concerned about your neighborhood. Do you AGREE or DISAGREE? Do you feel strongly about this? | 1() Strongly agree
2() Agree
3() Neutral
4() Disagree
5() Strongly disagree
9() Don't know | 49-
1 2 3 4 5
9 + |
| 15. Policemen in your neighborhood are basically honest. Do you AGREE or DISAGREE? Do you feel strongly about this? | 1() Strongly agree
2() Agree
3() Neutral
4() Disagree
5() Strongly disagree
9() Don't know | 50-
1 2 3 4 5
9 + |
| 16. A person can't get any satisfaction out of talking to the public officials in your community. Do you AGREE or DISAGREE? Do you feel strongly about this? | 1() Strongly agree
2() Agree
3() Neutral
4() Disagree
5() Strongly disagree
9() Don't know | 51-
1 2 3 4 5
9 + |
| 17. The police in your neighborhood are generally courteous. Do you AGREE or DISAGREE? Do you feel strongly about this? | 1() Strongly agree
2() Agree
3() Neutral
4() Disagree
5() Strongly disagree
9() Don't know | 52-
1 2 3 4 5
9 + |
| 18. People here are not likely to call the police when they see something suspicious in your neighborhood. Do you AGREE or DISAGREE? Do you feel strongly about this? | 1() Strongly agree
2() Agree
3() Neutral
4() Disagree
5() Strongly disagree
9() Don't know | 53-
1 2 3 4 5
9 + |
| 19. The police in your neighborhood treat all citizens equally according to the law. Do you AGREE or DISAGREE? Do you feel strongly about this? | 1() Strongly agree
2() Agree
3() Neutral
4() Disagree
5() Strongly disagree
9() Don't know | 54-
1 2 3 4 5
9 + |

VICTIMIZATION SCREENER

Now I want to ask you whether the following crimes have happened to you or to members of your household during the past 12 months.

- | | | |
|--|--|---------|
| 20. Since (June/July) 1976, has anyone tried to take something from you or any member of your household by using force? (IF "YES": ASK: How many times? <u>and</u> complete VICTIMIZATION SHEET) | () Yes: ___ times
() No
() Don't know | 55- ___ |
| 21. Were you or anyone in your household beaten up, attacked or hit at any time since (June/July) 1976? (IF "YES"; ASK: How many times? <u>and</u> complete VICTIMIZATION SHEET) | () Yes: ___ times
() No
() Don't know | 57- ___ |
| 22. In the past year, did anyone break into your house or car, or remove any property from your house or car without consent? (IF "YES"; ASK: How many times? <u>and</u> complete VICTIMIZATION SHEET) | () Yes: ___ times
() No
() Don't know | 59- ___ |
| 23. In the last year, has anyone in your household had a purse, a wallet, a watch, or any other personal item stolen? (IF "YES"; ASK: How many times? <u>and</u> complete VICTIMIZATION SHEET) | () Yes: ___ times
() No
() Don't know | 61- ___ |
| 24. Did anyone steal a car from a member of your household during the past year? (IF "YES"; ASK: How many times? <u>and</u> complete VICTIMIZATION SHEET) | () Yes: ___ times
() No
() Don't know | 63- ___ |
| 25. Has anyone vandalized your house since (June/July) 1976? (IF "YES"; ASK: How many times? <u>and</u> complete VICTIMIZATION SHEET) | () Yes: ___ times
() No
() Don't know | 65- ___ |
| 26. Are there any other crimes that have happened to you or others in your household since (June/July) 1976? (IF "YES"; ASK: How many times? <u>and</u> complete VICTIMIZATION SHEET) | () Yes: ___ times
() No
() Don't know | 67- ___ |
| 27. To the best of your knowledge, have any of your neighbors been the victim of any criminal activity during the past year? (IF "YES"; ASK: How many incidents?) | () Yes: ___ times
() No
() Don't know | 69- ___ |

GO TO QUESTION 68 ON PAGE 10

28. When did this happen?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (RETURN TO VICTIMIZATION SCREENER)			

71- _____

29. What happened? _____

73- _____

75- _____

77- _____

30. Where did this happen? Was it AT YOUR HOME, ON YOUR BLOCK, IN YOUR NEIGHBORHOOD (2-3 blocks around home), OUTSIDE YOUR NEIGHBORHOOD BUT IN (name of city/county) or OUTSIDE (city/county)?

1() At your home
 2() On your block
 3() In your neighborhood
 4() Outside your neighborhood but in (name of city/county)
 5() Outside (city/county)
 9() Don't know

79- _____
1 2 3 4 5

9 +

(RETURN TO VICTIMIZATION SCREENER)

13- 2

31. Was this reported to the police?

1() Yes (GO TO Q.33)
 2() No (GO TO Q.32)
 9() Don't know (GO TO Q.33)

14- _____
1 2 9 +

32. (IF "NO")

15- _____

17- _____

Why wasn't it reported?

1() Police came by, noticed by police (GO TO Q.33)

RETURN
TO
VICTIMIZATION
SCREENER

2() Nothing taken, attempted crime only
 3() Not important, little damage
 4() Lack of proof, suspect unknown
 5() Police wouldn't want to be bothered, futile, wouldn't do any good, couldn't do anything
 6() Too inconvenient or unable to report
 7() Private or personal matter, handled without police
 8() Scared criminal away, or caught and handled himself
 9() Fear of reprisals, afraid to call
 10() Reported to someone other than police
 11() Victim also illegal (drugs stolen, intoxicated, etc.)
 12() Victim partially to blame, carelessness, left property unguarded
 13() Didn't want to get friend in trouble
 14() Just didn't
 88() Other: _____
 99() Don't know
 ++() Refused to answer

33. (IF "YES")

How many minutes did it take the police to arrive?

Minutes (ASK Q.34 & Q.35)

19- _____

CODE MINUTES OR:

-1() Came next day or later
 -2() Police never came
 -9() Don't know

GO TO
Q. 35

34. Was this faster, slower, or about the same as you had expected?

1() Faster
 2() Slower
 3() As expected
 9() Don't know

22- _____
1 2 3 9 +

35. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1() Very satisfied
 2() Satisfied
 3() Neutral
 4() Dissatisfied
 5() Very dissatisfied
 9() Don't know

23- _____
1 2 3 4 5

9 +

-- RETURN TO VICTIMIZATION SCREENER --

VICTIMIZATION SHEET NUMBER 2

36. When did this happen?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (RETURN TO VICTIMIZATION SCREENER)			

24- _____

37. What happened? _____

26- _____

28- _____

30- _____

38. Where did this happen? Was it AT YOUR HOME, ON YOUR BLOCK, IN YOUR NEIGHBORHOOD (2-3 blocks around home), OUTSIDE YOUR NEIGHBORHOOD BUT IN (name of city/county) or OUTSIDE (city/county)?

1() At your home
 2() On your block
 3() In your neighborhood
 4() Outside your neighborhood but in (name of city/county)
 5() Outside (city/county)
 9() Don't know

35-
 1 2 3 4 5
 9 +

(RETURN TO VICTIMIZATION SCREENER) [

39. Was this reported to the police?

1() Yes (GO TO Q.41)
 2() No (GO TO Q.40)
 9() Don't know (GO TO Q.41)

36-
 1 2 9 +

40. (IF "NO")
Why wasn't it reported?

37- _____

39- _____

1() Police came by, noticed by police (GO TO Q.41)

RETURN
TO
VICTIMIZATION
SCREENER

2() Nothing taken, attempted crime only
 3() Not important, little damage
 4() Lack of proof, suspect unknown
 5() Police wouldn't want to be bothered, futile, wouldn't do any good, couldn't do anything
 6() Too inconvenient or unable to report
 7() Private or personal matter, handled without police
 8() Scared criminal away, or caught and handled himself
 9() Fear of reprisals, afraid to call
 10() Reported to someone other than police
 11() Victim also illegal (drugs stolen, intoxicated, etc.)
 12() Victim partially to blame, carelessness, left property unguarded
 13() Didn't want to get friend in trouble
 14() Just didn't
 88() Other: _____
 99() Don't know
 ++() Refused to answer

41. (IF "YES")

How many minutes did it take the police to arrive?

Minutes (ASK Q.42 & Q.43)

41- _____

CODE MINUTES OR:

-1() Came next day or later
 -2() Police never came
 -9() Don't know

GO TO
Q. 43

42. Was this faster, slower, or about the same as you had expected?

1() Faster
 2() Slower
 3() As expected
 9() Don't know

44-
 1 2 3 9 +

43. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1() Very satisfied
 2() Satisfied
 3() Neutral
 4() Dissatisfied
 5() Very dissatisfied
 9() Don't know

45-
 1 2 3
 9 +

-- RETURN TO VICTIMIZATION SCREENER --

44. When did this happen?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.

38() Prior to June 1976 (RETURN TO VICTIMIZATION SCREENER)

46- _____

45. What happened? _____

48- _____

50- _____

52- _____

46. Where did this happen? Was it AT YOUR HOME, ON YOUR BLOCK, IN YOUR NEIGHBORHOOD (2-3 blocks around home), OUTSIDE YOUR NEIGHBORHOOD BUT IN (name of city/county) or OUTSIDE (city/county)?

1() At your home
 2() On your block
 3() In your neighborhood
 4() Outside your neighborhood but in (name of city/county)
 5() Outside (city/county)
 9() Don't know

57- _____
1 2 3 4 5

9 +

(RETURN TO VICTIMIZATION SCREENER) [

47. Was this reported to the police?

1() Yes (GO TO Q.49)
 2() No (GO TO Q.48)
 9() Don't know (GO TO Q.49)

58- _____
1 2 9 +48. (IF "NO")
Why wasn't it reported?

59- _____

61- _____

1() Police came by, noticed by police (GO TO Q.49)

RETURN
TO
VICTIMIZATION
SCREENER

2() Nothing taken, attempted crime only
 3() Not important, little damage
 4() Lack of proof, suspect unknown
 5() Police wouldn't want to be bothered, futile, wouldn't do any good, couldn't do anything
 6() Too inconvenient or unable to report
 7() Private or personal matter, handled without police
 8() Scared criminal away, or caught and handled himself
 9() Fear of reprisals, afraid to call
 10() Reported to someone other than police
 11() Victim also illegal (drugs stolen, intoxicated, etc.)
 12() Victim partially to blame, carelessness, left property unguarded
 13() Didn't want to get friend in trouble
 14() Just didn't
 88() Other:
 99() Don't know
 ++() Refused to answer

49. (IF "YES")
How many minutes did it take the police to arrive?

Minutes (ASK Q.50 & Q.51) 63- _____

CODE MINUTES OR:

-1() Came next day or later
 -2() Police never came
 -9() Don't know

GO TO
Q. 51

50. Was this faster, slower, or about the same as you had expected?

1() Faster
 2() Slower
 3() As expected
 9() Don't know

66- _____
1 2 3 9 +

51. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1() Very satisfied
 2() Satisfied
 3() Neutral
 4() Dissatisfied
 5() Very dissatisfied
 9() Don't know

67- _____
1 2 3 4 5

9 +

-- RETURN TO VICTIMIZATION SCREENER --

VICTIMIZATION SHEET NUMBER 4

52. When did this happen?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (RETURN TO VICTIMIZATION SCREENER)			

68- _____

53. What happened? _____

70- _____

72- _____

74- _____

54. Where did this happen? Was it AT YOUR HOME, ON YOUR BLOCK, IN YOUR NEIGHBORHOOD (2-3 blocks around home), OUTSIDE YOUR NEIGHBORHOOD BUT IN (name of city/county) or OUTSIDE (city/county)?

1() At your home
 2() On your block
 3() In your neighborhood
 4() Outside your neighborhood but in (name of city/county)
 5() Outside (city/county)
 9() Don't know

76- _____
1 2 3 4 5

9 +

13- 3

(RETURN TO VICTIMIZATION SCREENER) [

55. Was this reported to the police?

1() Yes (GO TO Q.57)
 2() No (GO TO Q.56)
 9() Don't know (GO TO Q.57)

14- _____
1 2 9 +56. (IF "NO")
Why wasn't it reported?

15- _____

17- _____

1() Police came by, noticed by police (GO TO Q.57)

RETURN
TO
VICTIMIZATION
SCREENER

2() Nothing taken, attempted crime only
 3() Not important, little damage
 4() Lack of proof, suspect unknown
 5() Police wouldn't want to be bothered, futile, wouldn't do any good, couldn't do anything
 6() Too inconvenient or unable to report
 7() Private or personal matter, handled without police
 8() Scared criminal away, or caught and handled himself
 9() Fear of reprisals, afraid to call
 10() Reported to someone other than police
 11() Victim also illegal (drugs stolen, intoxicated, etc.)
 12() Victim partially to blame, carelessness, left property unguarded
 13() Didn't want to get friend in trouble
 14() Just didn't
 88() Other: _____
 99() Don't know
 ++() Refused to answer

57. (IF "YES")

How many minutes did it take the police to arrive?

Minutes (ASK Q.58 & Q.59) 19- _____

CODE MINUTES OR:

-1() Came next day or later
 -2() Police never came
 -9() Don't know

GO TO
Q. 59

58. Was this faster, slower, or about the same as you had expected?

1() Faster
 2() Slower
 3() As expected
 9() Don't know

22- _____
1 2 3 9 +

59. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1() Very satisfied
 2() Satisfied
 3() Neutral
 4() Dissatisfied
 5() Very dissatisfied
 9() Don't know

23- _____
1 2 3 4

9 +

-- RETURN TO VICTIMIZATION SCREENER --

60. When did this happen?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (RETURN TO VICTIMIZATION SCREENER)			

24- _____

61. What happened? _____

26- _____

28- _____

30- _____

62. Where did this happen? Was it AT YOUR HOME, ON YOUR BLOCK, IN YOUR NEIGHBORHOOD (2-3 blocks around home), OUTSIDE YOUR NEIGHBORHOOD BUT IN (name of city/county) or OUTSIDE (city/county)?

1() At your home
 2() On your block
 3() In your neighborhood
 4() Outside your neighborhood but in (name of city/county)
 5() Outside (city/county)
 9() Don't know

35- _____
 1 2 3 4 5
 9 +

(RETURN TO VICTIMIZATION SCREENER) [

63. Was this reported to the police?

1() Yes (GO TO Q.65)
 2() No (GO TO Q.64)
 9() Don't know (GO TO Q.65)

36- _____
 1 2 9 +

64. (IF "NO")
Why wasn't it reported?

37- _____

39- _____

1() Police came by, noticed by police (GO TO Q.65)

RETURN
TO
VICTIMIZATION
SCREENER

2() Nothing taken, attempted crime only
 3() Not important, little damage
 4() Lack of proof, suspect unknown
 5() Police wouldn't want to be bothered, futile, wouldn't do any good, couldn't do anything
 6() Too inconvenient or unable to report
 7() Private or personal matter, handled without police
 8() Scared criminal away, or caught and handled himself
 9() Fear of reprisals, afraid to call
 10() Reported to someone other than police
 11() Victim also illegal (drugs stolen, intoxicated, etc.)
 12() Victim partially to blame, carelessness, left property unguarded
 13() Didn't want to get friend in trouble
 14() Just didn't
 88() Other: _____
 99() Don't know
 ++() Refused to answer

65. (IF "YES")

How many minutes did it take the police to arrive?

Minutes (ASK Q.66 & Q.67)

41- _____

CODE MINUTES OR:

-1() Came next day or later
 -2() Police never came
 -9() Don't know

GO TO
Q. 67

66. Was this faster, slower, or about the same as you had expected?

1() Faster
 2() Slower
 3() As expected
 9() Don't know

44- _____
 1 2 3 9 +

67. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1() Very satisfied
 2() Satisfied
 3() Neutral
 4() Dissatisfied
 5() Very dissatisfied
 9() Don't know

45- _____
 1 2 3 4 5
 9 +

-- RETURN TO VICTIMIZATION SCREENER --

68. In the past year, from (June/July) 1976 to now, have YOU personally called the _____ police for information about any problem?

1 () Yes
2 () No
9 () Don't know,] GO TO Q. 78

46-
1 2 9 +

69. How many times have YOU called?

_____ times

47- _____

70. When was the MOST RECENT time YOU called?

1976		1977	
1 () June	5 () Oct.	8 () Jan.	12 () May
2 () July	6 () Nov.	9 () Feb.	13 () June
3 () Aug.	7 () Dec.	10 () Mar.	14 () July
4 () Sept.		11 () Apr.	15 () Aug.
88 () Prior to June 1976 (GO TO Q. 78)			

49- _____

71. What was the problem?

1 () Missing or stolen property
2 () Road directions
3 () Police or crime related information in general
4 () Information about particular case or circumstance vis-a-vis police
5 () Non-police related information
6 () Directions (non-traffic)
7 () Wants information, unspecified
8 () Other: _____

51- _____

52- _____

53- _____

54- _____

72. What did the police do?

1 () Answered question or took report
2 () Dispatched police car
3 () Referred respondent to social service agency
4 () Said they would do something but did nothing
5 () Said they would not or could not do anything
6 () Hung up on caller
7 () Told me the problem was already handled
8 () Other: _____
9 () Don't know

55- _____

56- _____

57- _____

58- _____

73. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1 () Very satisfied
2 () Satisfied
3 () Neutral
4 () Dissatisfied
5 () Very dissatisfied
9 () Don't know

59-
1 2 3 4 5
9 +

IF MADE ONLY ONE INFORMATION CALL, GO TO Q. 78.

IF MORE THAN ONE INFORMATION CALL, COMPLETE Q. 74 thru Q. 77

SECOND INFORMATION CALL:

74. When was the second MOST RECENT time YOU called?

1976		1977	
1 () June	5 () Oct.	8 () Jan.	12 () May
2 () July	6 () Nov.	9 () Feb.	13 () June
3 () Aug.	7 () Dec.	10 () Mar.	14 () July
4 () Sept.		11 () Apr.	15 () Aug.
88 () Prior to June 1976 (GO TO Q. 78)			

60- _____

75. What was the problem?

1 () Missing or stolen property
2 () Road directions
3 () Police or crime related information in general
4 () Information about particular case or circumstance vis-a-vis police
5 () Non-police related information
6 () Directions (non-traffic)
7 () Wants information, unspecified
8 () Other: _____

62- _____

63- _____

64- _____

65- _____

76. What did the police do?

1 () Answered question or took report
2 () Dispatched police car
3 () Referred respondent to social service agency
4 () Said they would do something but did nothing
5 () Said they would not or could not do anything
6 () Hung up on caller
7 () Told me the problem was already handled
8 () Other: _____
9 () Don't know

66- _____

67- _____

68- _____

69- _____

77. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1 () Very satisfied
2 () Satisfied
3 () Neutral
4 () Dissatisfied
5 () Very dissatisfied
9 () Don't know

70-
1 2 3 4
9 +

78. Since (June/July) 1976, have you or any member of your household called the _____ police for help or been helped by them?

1() Yes
2() No
9() Don't know] GO TO Q. 88

71- 1 2 9 +

How many times did you need help? _____ times

72- _____

79. When was the MOST RECENT time you called?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (GO TO Q. 88)			

74- _____

81. Where did this incident occur? Was it AT YOUR HOME, ON YOUR BLOCK, IN YOUR NEIGHBORHOOD (2-3 blocks around home), OUTSIDE YOUR NEIGHBORHOOD BUT IN (name of city/county) or OUTSIDE (city/county)?

1() At your home
2() On your block
3() In your neighborhood
4() Outside your neighborhood but in (name of city/county)
5() Outside (city/county)
9() Don't know

(GO TO NEXT INCIDENT) [

76- 1 2 3 4 5
9 +

82. What was the problem? _____

77- _____

79- _____

13- 4

83. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1() Very satisfied
2() Satisfied
3() Neutral
4() Dissatisfied
5() Very dissatisfied
9() Don't know

14- 1 2 3 4 5
9 +

IF ONE ASSISTANCE ONLY, GO TO Q. 88.

IF MORE THAN ONE, COMPLETE Q. 84 thru Q. 87.

SECOND ASSISTANCE:

84. When was the second MOST RECENT time you called?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (GO TO Q. 88)			

15- _____

85. Where did this incident occur? Was it AT YOUR HOME, ON YOUR BLOCK, IN YOUR NEIGHBORHOOD (2-3 blocks around home), OUTSIDE YOUR NEIGHBORHOOD BUT IN (name of city/county) or OUTSIDE (city/county)?

1() At your home
2() On your block
3() In your neighborhood
4() Outside your neighborhood but in (name of city/county)
5() Outside (city/county)
9() Don't know

(GO TO NEXT INCIDENT) [

17- 1 2 3 4 5
9 +

86. What was the problem? _____

18- _____

20- _____

87. How satisfied were you with what the police did? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

1() Very satisfied
2() Satisfied
3() Neutral
4() Dissatisfied
5() Very dissatisfied
9() Don't know

22- 1 2 3 4 5
9 +

88. Since (June/July) 1976 have YOU personally been stopped or questioned by the police while you were on the street or in your car? 1() Yes 23-
2() No 1 2 9 +
9() Don't know] GO TO Q.102
89. How many times have YOU been stopped? _____ times 24- _____
90. When was the MOST RECENT time YOU were stopped? 1976 1977 26- _____
1() June 5() Oct. 8() Jan. 12() May
2() July 6() Nov. 9() Feb. 13() June
3() Aug. 7() Dec. 10() Mar. 14() July
4() Sept. 11() Apr. 15() Aug.
88() Prior to June 1976 (GO TO Q.102)
91. What did the officer want? 1() Drunk 28- _____
2() Disorderly 30- _____
3() Vagrancy
4() Loitering
5() Curfew violation
6() Suspected violator
7() Trespassing
8() Road block
9() Equipment or inspection lacking
10() Missing or improper plates or registration
11() Routine check
12() Moving violation except driving under influence and speeding
13() Driving under the influence
14() Excess speed
15() Papers to be served
16() Alcohol or drug test
88() Other: _____
99() Don't know
92. How satisfied were you with the way that you were treated? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED? 1() Very satisfied 32-
2() Satisfied 1 2 3 4 5
3() Neutral
4() Dissatisfied 9 +
5() Very dissatisfied
9() Don't know
- IF THE RESPONDENT WAS STOPPED MORE THAN ONCE, GO TO Q. 93 BELOW. OTHERWISE, GO TO Q. 102.

SECOND STOP:

93. When was the second MOST RECENT time YOU were stopped? 1976 1977 33- _____
1() June 5() Oct. 8() Jan. 12() May
2() July 6() Nov. 9() Feb. 13() June
3() Aug. 7() Dec. 10() Mar. 14() July
4() Sept. 11() Apr. 15() Aug.
88() Prior to June 1976 (GO TO Q.102)
94. What did the officer want? 1() Drunk 35- _____
2() Disorderly 37- _____
3() Vagrancy
4() Loitering
5() Curfew violation
6() Suspected violator
7() Trespassing
8() Road block
9() Equipment or inspection lacking
10() Missing or improper plates or registration
11() Routine check
12() Moving violation except driving under influence and speeding
13() Driving under the influence
14() Excess speed
15() Papers to be served
16() Alcohol or drug test
88() Other: _____
99() Don't know
95. How satisfied were you with the way that you were treated? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED? 1() Very satisfied 39-
2() Satisfied 1 2 3 4
3() Neutral
4() Dissatisfied 9 +
5() Very dissatisfied
9() Don't know
- IF THE RESPONDENT WAS STOPPED MORE THAN TWICE, GO TO Q. 96. OTHERWISE, GO TO Q. 102.

THIRD STOP:

96. When was the third
MOST RECENT time
YOU were stopped?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (GO TO Q.102)			

40- _____

97. What did the
officer want?

1() Drunk
2() Disorderly
3() Vagrancy
4() Loitering
5() Curfew violation
6() Suspected violator
7() Trespassing
8() Road block
9() Equipment or inspection lacking
10() Missing or improper plates or registration
11() Routine check
12() Moving violation except driving under
influence and speeding
13() Driving under the influence
14() Excess speed
15() Papers to be served
16() Alcohol or drug test
88() Other: _____
99() Don't know

42- _____

44- _____

98. How satisfied were you with the way that you
were treated? Were you VERY SATISFIED,
SATISFIED, NEUTRAL, DISSATISFIED or
VERY DISSATISFIED?

1() Very satisfied
2() Satisfied
3() Neutral
4() Dissatisfied
5() Very dissatisfied
9() Don't know

46- _____
1 2 3 4 5
9 +

IF THE RESPONDENT WAS STOPPED MORE THAN THREE TIMES,
GO TO Q. 99 BELOW. OTHERWISE, GO TO Q. 102.

FOURTH STOP:

99. When was the fourth
MOST RECENT time YOU
were stopped?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (GO TO Q.102)			

47- _____

100. What did the
officer want?

1() Drunk
2() Disorderly
3() Vagrancy
4() Loitering
5() Curfew violation
6() Suspected violator
7() Trespassing
8() Road block
9() Equipment or inspection lacking
10() Missing or improper plates or registration
11() Routine check
12() Moving violation except driving under
influence and speeding
13() Driving under the influence
14() Excess speed
15() Papers to be served
16() Alcohol or drug test
88() Other: _____
99() Don't know

49- _____

51- _____

101. How satisfied were you with the way that you
were treated? Were you VERY SATISFIED,
SATISFIED, NEUTRAL, DISSATISFIED or
VERY DISSATISFIED?

1() Very satisfied
2() Satisfied
3() Neutral
4() Dissatisfied
5() Very dissatisfied
9() Don't know

53- _____
1 2 3 4 5
9 +

102. In the last year, since (June/July) 1976, have you or any member of your household had any reason to complain about any aspect of police services from the _____ police department?

1() Yes
2() No
9() Don't know] GO TO Q.118

54-
1 2 9 +

103. How many times has this happened? _____ times

55- _____

104. When was the MOST RECENT time?

1976		1977	
1() June	5() Oct.	8() Jan.	12() May
2() July	6() Nov.	9() Feb.	13() June
3() Aug.	7() Dec.	10() Mar.	14() July
4() Sept.		11() Apr.	15() Aug.
88() Prior to June 1976 (GO TO Q.118)			

57- _____

105. What was the problem?

1() Request for more service, police presence, or visibility
2() Police courtesy, rude, abusive officers
3() Physical mistreatment
4() Unnecessary stop
5() Car unfairly towed
6() Speed traps
7() Ineffective/incomplete police work
8() Unfair parking ticket
9() Complaint about traffic signal or stop sign
10() Police not being equitable in delivering service or treating people
88() Other _____

59- _____

61- _____

MARK WHETHER THIS COMPLAINT WAS FOR THE INDIVIDUAL OR SPECIFIC HOUSEHOLD OR WHETHER IT WAS FOR RESPONDENT'S NEIGHBORHOOD.

1() Individual
2() Neighborhood
9() Don't know

63-
1 2 9 +

106. Was a complaint filed by any member of your household? (IF "YES") Was this YOU or another member of the household?

1() Yes, myself
2() Yes, other member
3() No
9() Don't know] GO TO Q.110

64-
1 2 3 9 +

107. To whom did you complain? PROBE FOR NAME AND POSITION.

Name: _____

Name: _____

65- _____

Org./Position: _____

Org./Position: _____

67- _____

Office/Dept.: _____

Office/Dept.: _____

1() Police chief
2() Called police department, talked to person who answered or to whom I was directed
3() Talked to friend in police department
4() Talked to police community relations group or leader
5() Talked to other police department official
6() Mayor, city manager, county manager
7() Called city hall and talked to person who answered or to whom I was directed
8() Talked to friend in city or county government
9() Member of city or county council
10() Talked to other city or county official
11() Ombudsman
12() Civic group or leader
13() Civil rights group or leader
14() Neighborhood group or leader
15() Priest or religious leader
16() Ethnic group or leader
17() TV, radio, newspaper
18() Lawyer
19() Neighbor, relative, friend
88() Other _____
99() Do not know position

IF NAME WRITTEN AT Q. 107, WRITE CASE NUMBER: 01 _____ + + _____
XEROX PAGE AND FORWARD TO POLICE SERVICES STUDY TEAM.

108. Did they do what you wanted, do something to help, do nothing or make matters worse?

- 1() Do what you wanted
 2() Do something to help
 3() Do nothing
 4() Make matters worse
 5() Police never heard of problem
 9() Don't know

69-
 1 2 3 4 5
 9 +

109. How satisfied were you with the way the complaint was handled? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

- 1() Very satisfied
 2() Satisfied
 3() Neutral
 4() Dissatisfied
 5() Very dissatisfied
 9() Don't know

70-
 1 2 3 4 5
 9 +

110. (ASK ONLY OF THOSE WHO THOUGHT OF COMPLAINING BUT DIDN'T)
 Why didn't you complain?

- 1() Afraid of police
 2() No time
 3() Problem fixed without need to complain
 4() Wouldn't do any good to complain
 5() Complaining might make problem worse
 6() Didn't know to whom to complain
 7() Other complained, no need for me to do so
 8() Not important enough
 9() Didn't think I should complain about something like a parking ticket or other minor infraction
 88() Other
 99() Don't know

71- _____

73- _____

SECOND COMPLAINT:

1976

1977

111. When was the second
MOST RECENT time?

1() June 5() Oct. 8() Jan. 12() May
 2() July 6() Nov. 9() Feb. 13() June
 3() Aug. 7() Dec. 10() Mar. 14() July
 4() Sept. 11() Apr. 15() Aug.
 88() Prior to June 1976 (GO TO Q.118)

75- _____

112. What was the
problem?

1() Request for more service, police presence,
or visibility
 2() Police courtesy, rude, abusive officers
 3() Physical mistreatment
 4() Unnecessary stop
 5() Car unfairly towed
 6() Speed traps
 7() Ineffective/incomplete police work
 8() Unfair parking ticket
 9() Complaint about traffic signal or stop sign
 10() Police not being equitable in delivering
service or treating people
 88() Other _____

77- _____

79- _____

13- 5

MARK WHETHER THIS COMPLAINT WAS FOR THE INDIVIDUAL
OR SPECIFIC HOUSEHOLD OR WHETHER IT WAS FOR
RESPONDENT'S NEIGHBORHOOD.

1() Individual
 2() Neighborhood
 9() Don't know

14- 1 2 9 +113. Was a complaint filed by any member of your
household? (IF "YES") Was this YOU or another
member of the household?

1() Yes, myself
 2() Yes, other member
 3() No
 9() Don't know } GO TO Q.117

15- 1 2 3 9 +

114. To whom did you complain? PROBE FOR NAME AND POSITION.

Name: _____

Name: _____

16- _____

Org./Position: _____

Org./Position: _____

18- _____

Office/Dept.: _____

Office/Dept.: _____

1() Police chief
 2() Called police department, talked to person
who answered or to whom I was directed
 3() Talked to friend in police department
 4() Talked to police community relations group
or leader
 5() Talked to other police department official
 6() Mayor, city manager, county manager
 7() Called city hall and talked to person who
answered or to whom I was directed
 8() Talked to friend in city or county government
 9() Member of city or county council
 10() Talked to other city or county official
 11() Ombudsman
 12() Civic group or leader
 13() Civil rights group or leader
 14() Neighborhood group or leader
 15() Priest or religious leader
 16() Ethnic group or leader
 17() TV, radio, newspaper
 18() Lawyer
 19() Neighbor, relative, friend
 88() Other _____
 99() Do not know position

IF NAME WRITTEN AT Q. 114, WRITE CASE NUMBER: 01

XEROX PAGE AND FORWARD TO POLICE SERVICES STUDY TEAM.

+ +

115. Did they do what you wanted, do something to help, do nothing or make matters worse?

- | | | | | | | |
|------------------------------------|-----|---|---|---|---|---|
| 1() Do what you wanted | 20- | 1 | 2 | 3 | 4 | 5 |
| 2() Do something to help | | 9 | + | | | |
| 3() Do nothing | | | | | | |
| 4() Make matters worse | | | | | | |
| 5() Police never heard of problem | | | | | | |
| 9() Don't know | | | | | | |

116. How satisfied were you with the way the complaint was handled? Were you VERY SATISFIED, SATISFIED, NEUTRAL, DISSATISFIED or VERY DISSATISFIED?

- | | | | | | | |
|------------------------|-----|---|---|---|---|---|
| 1() Very satisfied | 21- | 1 | 2 | 3 | 4 | 5 |
| 2() Satisfied | | 9 | + | | | |
| 3() Neutral | | | | | | |
| 4() Dissatisfied | | | | | | |
| 5() Very dissatisfied | | | | | | |
| 9() Don't know | | | | | | |

117. (ASK ONLY OF THOSE WHO THOUGHT OF COMPLAINING BUT DIDN'T)
Why didn't you complain?

- | | | |
|---|-----|-------|
| 1() Afraid of police | 22- | _____ |
| 2() No time | 24- | _____ |
| 3() Problem fixed without need to complain | | |
| 4() Wouldn't do any good to complain | | |
| 5() Complaining might make problem worse | | |
| 6() Didn't know to whom to complain | | |
| 7() Other complained, no need for me to do so | | |
| 8() Not important enough | | |
| 9() Didn't think I should complain about something like a parking ticket or other minor infraction | | |
| 88() Other _____ | | |
| 99() Don't know | | |

118. Suppose that you wanted to change the way police services are delivered to your neighborhood. Is there any person or organization that you would contact about this?

1() Yes
2() No
9() Don't know] GO TO Q.120

26- 1 2 9 +

PROBE FOR NAME AND POSITION.

119. Who would that be? Name: _____

Title/Position: _____

27- _____

Org./Dept.: _____

Second Person? Name: _____

Title/Position: _____

29- _____

Org./Dept.: _____

- 1() Police chief
- 2() Would call police department
- 3() Friend in police department
- 4() Police community relations group or leader
- 5() Other specific police department official
- 6() Mayor, city manager, county manager
- 7() Would call city hall
- 8() Friend in city hall
- 9() Member of city or county council
- 10() Other specific city or county official
- 11() Ombudsman
- 12() Civic group or leader
- 13() Civil rights group or leader
- 14() Neighborhood group or leader
- 15() Priest or religious leader
- 16() Ethnic group or leader
- 17() TV, radio, newspaper
- 18() Lawyer
- 19() Neighbor, relative, friend
- 88() Other _____
- 99() Do not know position

IF NAME WRITTEN AT Q. 119, WRITE CASE NUMBER: 01 _____ + + _____
XEROX PAGE AND FORWARD TO POLICE SERVICES STUDY TEAM

120. Do you know anyone who has been mistreated by the _____ police in the last year?

1() Yes
2() No
9() Don't know] GO TO Q.124

31-
1 2 9 +

121. Was it in this neighborhood?

1() Yes
2() No
9() Don't know

32-
1 2 9 +

122. What happened?

DON'T READ, CODE ALL RESPONSES THAT ARE MENTIONED

1() Plant of evidence
2() Unfair arrest
3() Police broke up party in a rough manner
4() Police beat people up
5() Police verbally harrassed people
8() Other _____
9() Don't know

33- _____

34- _____

35- _____

123. How did you find out about this incident?

DON'T READ

1() Happened to me
2() Witnessed incident
3() Someone told me about it
4() Media covered it
8() Other _____
9() Don't know

36-
1 2 3 4
8 9 +

124. Have you had any other contact with the police, (other than the ones we have talked about), that has influenced your opinion of them?

1() Yes
2() No
9() Don't know] GO TO Q.128

37-
1 2 9 +

125. What was it?

DON'T READ, CODE ALL RESPONSES THAT ARE MENTIONED

1() Been victimized previously
2() Been stopped previously
3() Been assisted previously
4() Know of previous mistreatment
5() Personal friends with police officer(s)
6() Previous arrest
7() Attended meeting where police made presentation
8() Am now or have been a police officer or a police officer's spouse or relative
9() Complained previously
0() Other _____

38- _____

39- _____

40- _____

41- _____

42- _____

126. Was this experience(s) with the (name of city/county) Police/Sheriff Department?

1() Yes
2() No
3() Some were, Some were not
9() Don't know

43-
1 2 3
9 +

127. Overall, have these other experiences given you a favorable, unfavorable, or mixed impression of your local police?

1() Made a favorable impression
2() Made an unfavorable impression
3() Made a mixed impression
9() Don't know

44-
1 2 3
9 +

Now, getting back to the two or three blocks around your home.

- | | | | |
|---|---|----------------|---------------------|
| 128. Are there any groups of people in this area that have volunteer citizens patrolling residential areas? | 1() Yes
2() No
9() Don't know | GO TO
Q.131 | 45-
1 2 9 + |
| 129. What is the name of the group? _____

What is their address? _____ | 1() Group named
9() Does not know
name | | 46-
1 9 + |
| 130. How effective has this group been in dealing with problems of crime and public safety in the area right around your home? Have they been VERY EFFECTIVE, SOMEWHAT EFFECTIVE or NOT AT ALL EFFECTIVE? | 1() Very effective
2() Somewhat effective
3() Not at all
effective
9() Don't know | | 47-
1 2 3
9 + |
| 131. Are there any groups in this area that hire private security guards or patrols? | 1() Yes
2() No
9() Don't know | GO TO
Q.134 | 48-
1 2 9 + |
| 132. What is the name of the group? _____

What is their address? _____ | 1() Group named
9() Does not know
name | | 49-
1 9 + |
| 133. How effective has this group been in dealing with problems of crime and public safety in the area right around your home? Have they been VERY EFFECTIVE, SOMEWHAT EFFECTIVE or NOT AT ALL EFFECTIVE? | 1() Very effective
2() Somewhat effective
3() Not at all
effective
9() Don't know | | 50-
1 2 3
9 + |
| 134. Are there any groups that encourage citizens to undertake crime prevention efforts or that distribute information on crime prevention measures in this area? | 1() Yes
2() No
9() Don't know | GO TO
Q.137 | 51-
1 2 9 + |
| 135. What is the name of the group? _____

What is their address? _____ | 1() Group named
9() Does not know
name | | 52-
1 9 + |
| 136. How effective has this group been in dealing with problems of crime and public safety in the area right around your home? Have they been VERY EFFECTIVE, SOMEWHAT EFFECTIVE or NOT AT ALL EFFECTIVE? | 1() Very effective
2() Somewhat effective
3() Not at all
effective
9() Don't know | | 53-
1 2 3
9 + |
| 137. Are there any groups that work to improve police community relations in this area? | 1() Yes
2() No
9() Don't know | GO TO
Q.140 | 54-
1 2 9 + |
| 138. What is the name of the group? _____

What is their address? _____ | 1() Group named
9() Does not know
name | | 55-
1 9 + |
| 139. How effective has this group been in dealing with problems of crime and public safety in the area right around your home? Have they been VERY EFFECTIVE, SOMEWHAT EFFECTIVE or NOT AT ALL EFFECTIVE? | 1() Very effective
2() Somewhat effective
3() Not at all
effective
9() Don't know | | 56-
1 2 3
9 + |

IF RESPONDENT MENTIONED KNOWLEDGE OF ANY NEIGHBORHOOD GROUPS, ASK Q. 140 to Q. 142.
IF NO KNOWLEDGE OF ANY NEIGHBORHOOD GROUPS, GO TO Q. 143 BELOW.

- | | | |
|--|--|----------------|
| 140. Do any members of your household belong to any of these groups? | 1() Yes
2() No
9() Don't know | 57-
1 2 9 + |
| 141. Do any members of your household contribute money to any of these groups? | 1() Yes
2() No
9() Don't know | 58-
1 2 9 + |
| 142. Do any members of your household work with any of these groups? | 1() Yes
2() No
9() Don't know | 59-
1 2 9 + |

Some people nowadays are taking precautions to protect their homes and families from crime. For the next few questions please tell me whether you or any member of your household have done the following things to increase your safety from crime?

- | | <u>YES</u> | <u>NO</u> | <u>DON'T
KNOW</u> | |
|--|------------|-----------|-----------------------|----------------|
| 143. Have you placed identification markings on your property? | 1() | 2() | 9() | 60-
1 2 9 + |
| 144. Have you put extra* locks on doors? (dead bolt, police lock) | 1() | 2() | 9() | 61-
1 2 9 + |
| 145. Have you purchased a watch dog? | 1() | 2() | 9() | 62-
1 2 9 + |
| 146. Have you installed a burglar alarm system? | 1() | 2() | 9() | 63-
1 2 9 + |
| 147. Have you bought a light timing device? | 1() | 2() | 9() | 64-
1 2 9 + |
| 148. Have you put any bars on windows? | 1() | 2() | 9() | 65-
1 2 9 + |
| 149. Have you purchased a gun or other weapon for your protection? | 1() | 2() | 9() | 66-
1 2 9 + |

	<u>ALWAYS</u>	<u>SOMETIMES</u>	<u>NEVER</u>	<u>DON'T KNOW</u>	
150. When you go away for a few days, do you always ask the police to watch your home, do you do this sometimes, or do you never do this?	1 ()	2 ()	3 ()	9 ()	67- 1 2 3 9 +
151. When you go away for a few days, do you always ask other people to watch your home, do you do this sometimes, or do you never do this?	1 ()	2 ()	3 ()	9 ()	68- 1 2 3 9 +
152. Do you always, sometimes, or never carry a weapon, a whistle, or something else to protect yourself from crime?	1 ()	2 ()	3 ()	9 ()	69- 1 2 3 9 +
153. Do you always, sometimes, or never stay home <u>at night</u> because you are afraid to go out?	1 ()	2 ()	3 ()	9 ()	70- 1 2 3 9 +
154. Do you always, sometimes, or never lock your doors when you are at home <u>during the day</u> ?	1 ()	2 ()	3 ()	9 ()	71- 1 2 3 9 +
<hr/>					
155. Do you know any police officers who patrol in your neighborhood well enough to speak to them when you see them?			1 () Yes 2 () No 9 () Don't know	GO TO Q.158	72- 1 2 9 +
156. How many? _____					73- _____
157. Where do you get most of your information about what the police do in your neighborhood?					75- _____ 76- _____ 77- _____
	1 () TV or radio news 2 () Newspapers 3 () Talking to neighbors, friends or relatives 4 () From family members 5 () CB radio or police scanner 6 () Police officer(s) 7 () Local business establishment 8 () Other _____ 9 () Don't know 0 () Don't get any, don't care what police do				

158. Approximately how many hours a week do you watch police or detective programs on TV?

hours per week 78-
98() Never watch TV GO TO
99() Don't know Q.161

RESPONDENT WATCHES SOME POLICE SHOWS, ASK Q. 159 and 160.

159. Have these police or detective programs changed the way you think about the police?

1() Yes 80-
2() No GO TO 1 2 9 +
9() Don't know Q.161 13- 6

160. Overall, have these programs given you a favorable, unfavorable, or mixed impression of the police?

1() Made a favorable impression 14- 1 2 3
2() Made a mixed impression 8 9 +
3() Made an unfavorable impression
8() Other
9() Don't know

Now I have some general questions. Your answers will be useful for comparing different sorts of neighborhoods.

161. What kind of a housing unit do you live in? Is it a SINGLE FAMILY RESIDENCE, DUPLEX, APARTMENT HOUSE, MOBILE HOME, or ANOTHER TYPE OF RESIDENCE?

1() Single family residence 15- 1 2 3 4
2() A duplex
3() An apartment house 8 +
4() A mobile home
8() Another type of residence:

162. Do you own, are you buying, or do you rent this unit?

1() Own 16-
2() Buying 1 2 3
3() Rent or lease 8 +
8() Other

163. How much education have you had?

(CIRCLE ONE) 17-
01 02 03 04 05 06
Grammar School
07 08 09 10 11 12
Junior High High School
13 14 15 16
College or Technical Sch.
17 18 19 20 21
Graduate School

164. Do any of your close friends or relatives live in the two or three blocks around your home?

1() Yes 19-
2() No 1 2 9 +
9() Don't know

165. About how often do you or members of your household get together with neighbors in their homes or yours? Would it be DAILY, ABOUT ONCE A WEEK, SEVERAL TIMES A MONTH, ONCE A MONTH, ABOUT ONCE A YEAR or VERY INFREQUENTLY?

1() Daily 20-
2() About once a week 1 2 3 4 5
3() Several times a month 6 9 +
4() Once a month
5() About once a year
6() Very infrequently
9() Don't know

166. Overall, would you rate the police service in the two to three blocks around your home as OUTSTANDING, GOOD, ADEQUATE, INADEQUATE or VERY POOR?

1() Outstanding 21-
2() Good 1 2 3 4 5
3() Adequate
4() Inadequate 6 9 +
5() Very poor
6() Nonexistent
9() Don't know

167. What is your race or ethnic background?

- 1() White
 2() Black
 3() Latino
 4() Native American
 5() Other _____

22-
 1 2 3 4
 5 +

168 What year were you born?

18 _____ 19 _____

23- _____

169. Including yourself how many people live permanently in this household?

25- _____

170. What are the age and sex of the other members of your household?

	1	2	AGE	SEX
1st	Male	Female	27- _____	_____
2nd	Male	Female	30- _____	_____
3rd	Male	Female	33- _____	_____
4th	Male	Female	36- _____	_____
5th	Male	Female	39- _____	_____
6th	Male	Female	42- _____	_____
7th	Male	Female	45- _____	_____
8th	Male	Female	48- _____	_____
9th	Male	Female	51- _____	_____
10th	Male	Female	54- _____	_____

171. Is your total family income for a year BELOW \$5,000, BETWEEN \$5,000 AND \$10,000... \$10,001 TO \$15,000 ... \$15,001 TO \$20,000 ... \$20,001 TO \$25,000 ... \$25,001 TO \$30,000 OR MORE THAN \$30,000?

- 1() Below \$5,000
 2() Between \$5,000 and \$10,000
 3() \$10,001 to \$15,000
 4() \$15,001 to \$20,000
 5() \$20,001 to \$25,000
 6() \$25,001 to \$30,000
 7() More than \$30,000
 9() Don't know

57-
 1 2 3 4 5
 6 7 9 +

172. Respondent's sex:

- 1() Male
 2() Female
 9() Don't know

58-
 1 2 9 +

Thank you very much for your help.

TIME AT END _____ : _____ a.m.
 p.m.

ASK IF THEY WOULD LIKE A SHORT SUMMARY OF OUR REPORT. IF THEY WOULD LIKE THE REPORT, WRITE NAME AND ADDRESS BELOW:

NAME: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

Patrol Encounter Form

This form describes an encounter occurring on a patrol shift; it is filled out by patrol observers at the end of their ride. A police-citizen encounter is defined as any interaction involving at least three verbal exchanges. The form notes the type of problem as originally presented to the officer and the type of problem at the end of the encounter, the number of officers and citizens involved and their observed emotional states, and the role of other police or nonpolice units in the encounter.

Questions 34 and 47 ask about the presence of other governmental agency representatives at the scene of the encounter; Questions 38 and 51 require a detailed breakdown of other officers at the scene and their units, including the juvenile branch. Questions 130-136 ask if citizens requested any social service assistance from the police, such as transportation to a medical facility, help with children, general information, information about the police, or help in contacting other police or community agencies. Answers to these last two questions are coded from the list of agency and police unit types, a list containing generically and specifically coded social service agencies. Question 138 asks if the citizen gives any evidence of satisfaction or dissatisfaction with the officer's activities.

Question 172 asks if the officer referred the citizen to another police unit or to a community social service agency, and again requests the type of agency receiving the referral. Question 173 asks if the officer only suggested that the citizen contact another agency. Finally,

Question 193 asks observers to report any officer mention that a particular encounter did not involve "real police work," and to note the reasons why the officer felt that way. This form, thus, provides our major source of information about patrol officers referral activities in the field.

POLICE SERVICES STUDY
PATROL ENCOUNTER CODING FORM

1. Form number	0 2
2. Jurisdiction	1
3. Neighborhood	3
4. Shift ID number	5
5. Encounter sequence number	7
6. Card number	9
7. Observer	0 1
8. Observed officer ID number	12
9. Date shift began	14
10. Time shift began (24-hour clock)	17
11. How did encounter begin (enter code number)	20mo day
	23
	27

Proactive - officer initiated

- 01 officer on-view
- 02 officer initiated pursuant to previous incident, or based on previous information
- 03 unassigned back-up or cover, officer notified dispatcher or the assigned car
- 04 unassigned back-up, no notification by officer
- 08 other proactive

Reactive - not initiated by this officer

Radio dispatched - original unit

- 11 by dispatcher
- 12 by a superior officer
- 13 by another officer

On the scene

- 21 flagged down by citizen
- 22 flagged down by another officer

Radio dispatched - as back-up

- 14 by dispatcher
- 15 by a superior officer
- 16 by another officer

At the station

- 31 request by citizen
- 32 request or order by superior officer
- 33 request by another officer

- 18 other or don't know who radio dispatch
- 48 other reactive initiation

12. Number of officers in vehicle (at the time of this encounter)

29

13. Time at which encounter began (receipt of assignment or other initiation)

30

14. What was the nature of this encounter initially?
(As first presented to this officer.)

Enter up to three codes from list of Problem Type Codes.

(If Problem Type Codes do not fit this encounter, write description on Trouble Slip.)

34

37

40

15. Was there a reference to a problem "in-progress" as initially presented to officer?

1 ___ no 2 ___ yes 9 ___ don't know

1 2 9 +
43

16. Was this encounter a follow-up to a previous incident or encounter?

1 ___ no 2 ___ yes 9 ___ don't know

1 2 9 +
44

17. Did this encounter begin with a car chase?

1 ___ no chase
2 ___ yes, car chase at beginning
9 ___ don't know, couldn't be sure

1 2 9 +
45

IF RADIO DISPATCHED OR CITIZEN INITIATED:

18. Verbatim (as close as you can recall) statement of the problem to the officer:

IF INITIATED ON THE SCENE, SKIP TO ITEM 24

19. Did this encounter interrupt another encounter or any officer activity other than routine patrol?

1 ___ no
2 ___ interrupted another encounter
3 ___ interrupted other police activity
4 ___ interrupted non-police activity
9 ___ don't know

1 2 3 4
9 +
45

20. How did the officer proceed to the scene?

- 1 ☐ normal speed
- 2 ☐ accelerated, no emergency equipment used
- 3 ☐ emergency speed, emergency warning equipment used

1 2 3 +
47

21. Were there any interruptions en route to the scene?

- 1 ☐ no interruptions GO TO QUESTION 23
- 2 ☐ yes, personal business
- 3 ☐ yes, police activity (not another encounter)
- 4 ☐ yes, another encounter (complete an Encounter Form)
- 8 ☐ yes, other _____

1 2 3 4
48 8 9 +

- 9 ☐ don't know GO TO QUESTION 23

IF THERE IS AN INTERRUPTION:

22. Minutes spent on interruption
(Code 999 if more than 999 minutes)

49

23. Time of arrival at the scene

_____:_____
52

24. Was the officer told or did the officer indicate that any of the participants had or may have had a weapon prior to or upon arrival at the scene?

- 1 ☐ no weapon mentioned
- 2 ☐ gun mentioned
- 3 ☐ knife or other weapon mentioned
- 4 ☐ both gun and other weapon mentioned
- 5 ☐ weapon mentioned, type unspecified
- 9 ☐ don't know

1 2 3 4
5 9 +
56

25. Did the officer indicate that there was or might be any specific danger involved in this encounter prior to or upon arrival?

- 1 ☐ no indication one way or another
- 2 ☐ indicated no danger involved
- 3 ☐ yes, indicated danger was or might be involved

1 2 3 +
57

26. Where did this encounter take place initially?
(Enter code number)

58

<u>Public Places</u>	<u>Private, Commerical</u>	<u>Private, Residential</u>
01 on the street, other out of doors, sidewalk in front of public building	21 sidewalk in front of commercial	41 sidewalk in front of residential
02 at police station	22 parking lot	42 front yard, porch, steps
03 jail	23 inside bar, cocktail lounge	43 side yard, back yard
04 magistrate's office	24 inside restaurant	44 inside house
05 hospital, other public medical	25 inside bank, other financial institution	45 inside apartment
06 school	26 inside store	46 apt. hallway
07 courthouse	27 inside factory or warehouse	47 other private
08 in squad car	28 other commerical	
09 other public		

IF ENCOUNTER LOCATION CHANGED

27. Enter location codes for up to three additional locations.
Use list from Question 26.

60

62

64

28. What is the jurisdiction/neighborhood number of the first
location? (If not designated study neighborhood, leave
neighborhood blank.)

66

29. Was the encounter location

- 1 on this officer's assigned beat
- 2 on an adjacent beat in same district
- 3 outside same district, but within
officer's jurisdiction
- 4 outside officer's jurisdiction
- 8 other
- 9 don't know, couldn't be sure

1 2 3 4

8 9 +

70

30. Were any of the following on the scene when the officer arrived?

1 ___ no 2 ___ yes 9 ___ don't know

1 2 9 +
71

IF NO, SKIP TO ITEM 43

31. Fire department

1 2 9 +
72

32. Ambulance, station wagon used to transport injured or ill

1 2 9 +

33. Tow truck

73
1 2 9 +

34. Agents of other government agencies (social workers, street department, . . .)

74
1 2 9 +

35. Patrol supervisors from this department

75
1 2 9 +

IF YES: 36. How many?

76

77
NEXT CARD
DUPLICATE 1-11

37. Other officers from this department (not patrol supervisors)

02
12
1 2 9 +

IF YES: 38. How many were: juvenile officers

14

detectives

15

patrol officers

17

cadets/reserves

19

others

21

don't know

23

39. Officers from other law enforcement agencies *

25

IF YES: 40. How many officers?

1 2 9 +
27

41. How many other departments?

28

42. What type(s) of departments?

30

a) other municipal

1 2 9 +
32

b) county sheriff or police

1 2 9 +
33

c) other

1 2 9 +
34

* PLEASE COMPLETE A NARRATIVE FOR THIS ENCOUNTER

43. Did any of the following arrive on the scene after the officer had arrived?

- 1 ___ no
 2 ___ yes, in response to officer's request
 3 ___ yes, not as a response to officer's request
 9 ___ don't know

1 2 3 9 +
 35

IF NO, SKIP TO ITEM 56

44. Fire department
 45. Ambulance, station wagon used to transport injured of ill
 46. Tow truck
 47. Agents of other government agencies (social workers, street department, . . .)
 48. Patrol supervisors from this department

1 2 3 9 +
 36
 1 2 3 9 +
 37
 1 2 3 9 +
 38
 1 2 3 9 +
 39
 1 2 3 9 +
 40

IF YES: 49. How many?

41

50. Other officers from this department (not patrol supervisors)

1 2 3 9 + /
 43

IF YES: 51. How many were: juvenile officers

44

detectives

46

patrol officers

48

cadets/reserves

50

others

52

don't know

54

52. Officers from other law enforcement agencies *

1 2 3 9 +
 56

IF YES: 53. How many officers?

57

54. How many other departments?

59

55. What type(s) of departments?

1 ___ no 2 ___ yes 9 ___ don't know

a) other municipal

1 2 9 +
 61

b) county sheriff or police

1 2 9 +
 62

c) other

1 2 9 +
 63

* PLEASE COMPLETE A NARRATIVE FOR THIS ENCOUNTER

56. What was the nature of this encounter as presented to the officer upon arrival?

Enter up to three codes from list of Problem Type Codes.

If same as initial, enter 777 for first entry and go to next item.

64 — — —
67 — — —
70 — — —

57. Was there any physical violence involved upon arrival at the scene?

- 1 — no violence upon arrival
- 2 — violence between citizens only
- 3 — violence between citizens and other officer(s) *
- 4 — violence, both 2 and 3 *
- 9 — don't know

1 2 3 4
9 +
73

58. Other than physical violence, was there any overt verbal conflict upon arrival at the scene?

- 1 — no verbal conflict
- 2 — yes, between citizens only
- 3 — verbal conflict between citizens and other officer(s)
- 4 — both 2 and 3
- 9 — don't know

1 2 3 4
9 +
74

59. IF PATROL SUPERVISORS WERE PRESENT AT ANY POINT IN THE ENCOUNTER: Did they

- 1 — observe only, took no part in encounter
- 2 — participate, but did not take command or give orders
- 3 — take command, give orders to patrol officer(s)
- 9 — don't know

1 2 3
9 +
75

60. IF ANY OTHER OFFICERS (INCLUDING SUPERVISORS) WERE PRESENT AT ANY POINT IN THE ENCOUNTER: Did the observed officer argue with or criticize any of them at the scene?

- 1 — no argument at the scene
- 2 — argued, criticized officers from own department *
- 3 — argued, criticized officers from other department *
- 4 — both 2 and 3 *
- 9 — don't know

1 2 3 4
9 +
76

* PLEASE COMPLETE A NARRATIVE FOR THIS ENCOUNTER

61. IF ANY OTHER OFFICERS (INCLUDING SUPERVISORS) WERE PRESENT AT ANY POINT IN THE ENCOUNTER: Did the observed officer criticize their actions after leaving the scene?

- 1 ☐ no criticism
- 2 ☐ criticized officers from own department *
- 3 ☐ criticized officers from other department *
- 4 ☐ both 2 and 3 *
- 9 ☐ don't know

1 2 3 4
9 +
77

62. Did a patrol supervisor contact the officer by radio about this encounter at any time during the shift?

- 1 ☐ no
- 2 ☐ yes, to request information
- 3 ☐ yes, to give orders, directions, advice
- 4 ☐ yes, both 2 and 3
- 9 ☐ don't know

1 2 3 4
9 +
78

63. Did the officer indicate prior knowledge about this encounter at any time during the shift (i.e., more than what the dispatcher described)?

- 1 ☐ no, no prior knowledge indicated
- 2 ☐ yes, has been to this specific location before
- 3 ☐ yes, has been involved with likely participants before
- 4 ☐ yes, both 2 and 3
- 5 ☐ yes, has been to this area, block before, knows what to expect
- 8 ☐ yes, other _____

1 2 3 4
5 8 9 +
79

- 9 ☐ don't know, couldn't be sure

NEXT CARD
DUPLICATE 1-11

03
12

* PLEASE COMPLETE A NARRATIVE FOR THIS ENCOUNTER

POLICE ACTIONS - NOT DIRECTED TOWARD A SPECIFIC CITIZEN

For each of the following items, indicate whether a police officer took the action. If the primary officer you observed took the action, enter a "1". If another officer took the action, enter a "2". If both primary and other officer(s) took the action, enter a "3". If no officer took the action, leave blank.

- | | |
|--|-----|
| 64. Called for back-up, more patrol officers * | 14— |
| 65. Drew gun * | 15— |
| 66. Fired gun * | 16— |
| 67. Drew other weapon | 17— |
| 68. Searched premises or vehicle with a search warrant | 18— |
| 69. Searched premises or car (no warrant) | 19— |
| 70. Looked around area or car | 20— |
| 71. Protected crime scene | 21— |
| 72. Questioned persons outside immediate scene | 22— |
| 73. Radioed superior or dispatcher for advice or orders | 23— |
| 74. Radioed dispatcher for information, license check, etc. | 24— |
| 75. Radioed dispatcher to give information, description, etc. | 25— |
| 76. Called for medical help, ambulance | 26— |
| 77. Called for fire department | 27— |
| 78. Called for tow truck | 28— |
| 79. Removed obstruction, other physical service | 29— |
| 80. Directed traffic | 30— |
| 81. Indicated need to bring the problem to supervisor's attention, make other special report, etc. | 31— |
| 82. Contacted superior or other officer face-to-face or by telephone regarding this encounter (not as a part of the encounter) | 32— |
| 83. Made an official, written report | 33— |
| 84. Took notes, wrote down information | 34— |
| 85. Took other action, not directed toward a specific citizen | 35— |

☐ IF YES: What action? _____

*** PLEASE COMPLETE A NARRATIVE FOR THIS ENCOUNTER**

CITIZENS

86. How many attentive bystanders were at the scene?
(Estimate if large number, count bystanders who later
become involved in the next item.)
87. How many citizens were directly involved in this encounter?
(Include any citizen participants who are present at the
beginning, and any who become participants as the encounter
develops.)

36

38

CITIZENS OR GROUPS OF CITIZENS

Citizen or Group Number

88. Number of citizens in this group
89. Did this citizen or group initiate
the request for police service?
- 1 ___ no 2 ___ yes 9 ___ don't know
90. Initial role in this encounter

40

50

55

LIST 7A - ROLE CODES FOR CITIZEN PARTICIPANTS

- 01 Victim, person complaining about own or household victimization,
injured party or complainant in civil or peace disturbance matter.
- 02 Suspect in criminal matter or peace disturber, person complained
about in civil matter.
- 03 Sick or injured person, emergency medical situation.
- 04 Other subject of police concern, lost child, derelict.
- 05 Citizen requesting or receiving police service when not
personally injured or victimized.
- 06 Witness or potential witness to events surrounding this
encounter.
- 07 Person possessing or potentially possessing useful information -
not a witness.
- 10 Bystander at beginning who becomes involved later.
- 11 Suspect at beginning who is no longer suspect at end (code as
02 initially, 11 in item 91).
- 12 Leaves before encounter ends. (Use for item 91 only.)
- 88 Other participant

99 Don't know

(20-87) Public official or institutional representative. See list
of Agency and police Unit Types.

Citizen or Group Number

1 2 3 4 5

91. If this citizen's or group's role changed in the course of this encounter, enter second role here. Use codes from question 90.

65 _____

92. Sex of citizens or group members

- 1 _____ male
- 2 _____ female
- 8 _____ mixed
- 9 _____ not ascertained

75 _____

NEXT CARD
DUPLICATE 1-11

93. Age of citizens or group members

- 1 _____ child (0-12 years)
- 2 _____ teen (13-18)
- 3 _____ young adult (19-35)
- 4 _____ adult (36-65)
- 5 _____ senior adult (66 and over)
- 8 _____ mixed ages
- 9 _____ don't know, not ascertained

04 _____

12 _____

14 _____

94. Race/ethnicity of citizens or group members

- 1 _____ Anglo/white
- 2 _____ Black
- 3 _____ Latino
- 4 _____ Oriental
- 5 _____ American Indian
- 6 _____ alien (explicit references)
- 8 _____ mixed
- 9 _____ don't know, not ascertained

19 _____

95. Was this citizen or group representing a business establishment in this encounter?

- 1 _____ no 2 _____ yes 9 _____ don't know

24 _____

96. Relationship among citizens or groups

- 1 _____ no relationship evident
- 2 _____ friend, relative, neighbor, acquaintance
- 3 _____ business relationship
- 9 _____ don't know

Citizen 2 _____

29 _____

Citizen 3 _____

30 _____

Citizen 4 _____

32 _____

Citizen 5 _____

35 _____

Citizen or Group Number

1 2 3 4 5

97. Was this citizen or group using alcohol or other drugs?

- 1 ☐ no evidence of drinking
 2 ☐ drinking or using but no visible evidence of being affected
 3 ☐ acting drunk or stoned
 4 ☐ passed out
 9 ☐ don't know, couldn't be sure

39

98. Did this citizen or group exhibit any evidence of mental disorder?

- 1 ☐ no 2 ☐ yes 9 ☐ don't know

44

99. Did this citizen or group appear to have a weapon in his/her possession?

- 1 ☐ no weapon evident
 2 ☐ yes, a gun
 3 ☐ yes, a knife or other weapon
 4 ☐ yes, both 2 and 3
 9 ☐ don't know, not ascertained

49

100. Was this citizen or group visibly ill or injured when the officer arrived?

- 1 ☐ no injury/illness evident
 2 ☐ ill
 3 ☐ injured
 4 ☐ not present upon arrival
 9 ☐ don't know, not ascertained

54

101. Did the officer appear to have any prior acquaintance with this citizen or group?

- 1 ☐ no, citizen not known
 2 ☐ yes, known as a suspect
 3 ☐ yes, known as a prior complainant
 4 ☐ yes, known as a friend
 8 ☐ yes, known but unclear how
 9 ☐ don't know, not ascertained

59

DESCRIBE THE EMOTIONAL STATE OF EACH CITIZEN OR CITIZEN GROUP. CHOOSE CODE FROM LIST BELOW.

EMOTIONAL STATE CODES

- 01 ☐ calm
- 02 ☐ upset (not angry)
- 03 ☐ angry (not violent)
- 04 ☐ angry and upset
- 05 ☐ violent
- 06 ☐ befuddled
- 08 ☐ other _____
- 09 ☐ don't know, not ascertained
- 10 ☐ unconscious
- 11 ☐ citizen or group not present

Citizen or Group Number

1 2 3 4 5

102. When officer arrived at scene

64 _____

NEXT CARD
DUPLICATE 1-11

103. During the encounter (code their predominant state)

05

12

104. When the officer was leaving

14 _____

24 _____

DESCRIBE THE CITIZEN'S OR GROUP'S DEMEANOR TOWARD THE OFFICER. CHOOSE CODE FROM LIST BELOW.

DEMEANOR CODES

- 01 ☐ businesslike
- 02 ☐ friendly
- 03 ☐ apologetic
- 04 ☐ pleading, trying to enlist officer's aid, sympathy
- 05 ☐ frightened, afraid of officers
- 06 ☐ "cool", detached, "couldn't care less"
- 07 ☐ sarcastic, disrespectful, hostile
- 08 ☐ other _____
- 09 ☐ don't know, not ascertained
- 10 ☐ unconscious
- 11 ☐ citizen or group not present or uninvolved

105. When the officer arrived at scene

34 _____

106. During the encounter (code their predominant demeanor)

44 _____

107. When the officer was leaving

54 _____

CITIZEN ACTIONS

Describe the actions taken by citizen or group participants in this encounter. Enter a "1" in the appropriate column and row for each action taken. If the action was not taken by a citizen or a group, leave blank.

Citizen or Group Number

	1	2	3	4	5
--	---	---	---	---	---

108. Used or attempted to use a weapon against officer(s) *

64					
----	--	--	--	--	--

109. Fought (physically) with the officer(s) *

69					
----	--	--	--	--	--

110. Argued with or cursed officer(s)

74					
----	--	--	--	--	--

NEXT CARD
DUPLICATE 1-11

111. Refused to answer officer's questions

06
12

112. Refused to give other cooperation requested

14					
----	--	--	--	--	--

113. Fought (physically) with other participants

19					
----	--	--	--	--	--

114. Argued with other participants

24					
----	--	--	--	--	--

115. Signed a formal complaint

29					
----	--	--	--	--	--

116. Named suspect, told police who committed crime or injury

34					
----	--	--	--	--	--

117. Gave other description of suspect in crime or injury matter

39					
----	--	--	--	--	--

118. Offered or volunteered other information to officer (not 116, 117)

44					
----	--	--	--	--	--

119. Just answered officer's questions, no information volunteered

49					
----	--	--	--	--	--

120. Complied with officer's request

54					
----	--	--	--	--	--

59					
----	--	--	--	--	--

* PLEASE COMPLETE A NARRATIVE FOR THIS ENCOUNTER

REQUESTED POLICE ACTION(S)

121. Make an arrest (verbal request)
122. Take a formal report
123. Investigate scene
124. Make other follow-up investigation
125. Talk to or warn offending party
126. Keep an eye on problem
127. Asked officer to leave self alone
128. Let self go without arrest or ticket
129. Let other citizen go without arrest or ticket

REQUESTED SERVICE OR INFORMATION

130. Transportation to medical facility
131. Transportation elsewhere
132. Help with children (own)
133. Help with animals
134. Requested general information
135. Information about police or other service

IF YES: Enter code(s) from list of Agency and Police Unit Types

136. Request officer contact police or other agency for citizen

IF YES: Enter code(s) from list of Agency and Police Unit Types

137. Directions to some location, highway, etc.

138. Does this citizen give any evidence of satisfaction or dissatisfaction with the officer's actions?

- 1 ___ no evidence either way
- 2 ___ yes, satisfaction
- 3 ___ yes, dissatisfaction
- 4 ___ yes, both sat. and dissat.
- 9 ___ don't know, not ascertained

1 2 3 4 5

64 ___

69 ___

74 ___

NEXT CARD
DUPLICATE 1-11

07
12 ___

14 ___

19 ___

24 ___

29 ___

34 ___

39 ___

44 ___

49 ___

54 ___

59 ___

64 ___

1) ___

69 ___

NEXT CARD
DUPLICATE 1-11

08
12 ___

2) ___

14 ___

1) ___

24 ___

2) ___

34 ___

44 ___

49 ___

ACTIONS TAKEN BY THE POLICE PARTICIPANTS

Citizen or Group Number

Describe the actions taken by any of the police participants in this encounter. If the action is taken only by the primary officer you were observing, code as "1". If only taken by other officers, code as "2". If both primary officer and others, code as "3". If action not taken, leave blank. Place code number in proper column to show which citizen(s) the action was directed toward.

139. Arrested at scene (no warrant)

140. Read their rights

141. Arrested on warrant

142. Arrested at station/magistrate

143. Took to station/magistrate (involuntary)

144. Detained at the scene (verbal command to stay)

145. Thorough search of person

146. Frisk of person

147. Asked reason for presence at the scene

148. Asked for identification (driver's license, social security card, other paper)

149. Asked for additional information about the problem

150. Served subpoena

151. Gave traffic ticket

152. Gave other ticket

153. Written traffic warning

154. Verbal traffic warning

155. Lectured (non-traffic)

	1	2	3	4	5
54					
59					
64					
69					
74					
<div style="border: 1px solid black; padding: 2px; display: inline-block;"> NEXT CARD DUPLICATE 1-11 </div>					
09					
12					
14					
19					
24					
29					
34					
39					
44					
49					
54					
59					
64					
69					

156. Took by the arm
157. Used force to make the person come along
158. Handcuffed
159. Used force (physical) against (not handcuffed or come along)
160. Threatened to hit
161. Threatened with gun
162. Threatened with arrest
163. Hit or swung at with weapon (not gun)
164. Threatened surveillance
165. Shouted at, bellowed
166. Other threat or warning
167. Helped settle an argument
168. Comforted or reassured
169. Talked person into leaving scene

	1	2	3	4	5
74					
12					
14					
19					
24					
29					
34					
39					
44					
49					
54					
59					
64					
69					
74					

NEXT CARD
DUPLICATE 1-11

10

12

14

19

24

29

34

39

44

49

54

59

64

69

74

NEXT CARD
DUPLICATE 1-11

11

12

14

19

1)

24

2)

34

1)

44

2)

54

170. Gave information citizen asked for
171. Asked citizen if he/she would sign a formal complaint
172. Referred problem to other police unit or outside agency
- IF YES: Enter code(s) from list of Agency and Other Police Unit Types

173. Suggested use of other police unit or outside agency
- IF YES: Enter code(s) from list of Agency and Other Police Unit Types

Citizen or Group Number

174. Asked for name or description of suspect in crime or injury matter

	1	2	3	4	5
64	_____	_____	_____	_____	_____

175. Offered or promised special investigation, surveillance, or attention (not a threat)

69	_____	_____	_____	_____	_____
74	_____	_____	_____	_____	_____

176. Gave crime prevention information

NEXT CARD
DUPLICATE 1-11

177. Promised to give citizen additional information about problem

12	_____	_____	_____	_____	_____
14	_____	_____	_____	_____	_____

178. Took to doctor or hospital

19	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

179. Transported or escorted to other setting

24	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

180. Gave first aid

29	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

181. Gave other physical assistance (e.g., fixed flat, unlocked door, etc.)

34	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

DEMEANOR OF POLICE PARTICIPANTS

Describe the demeanor of the police participants toward each citizen participant. In describing the demeanor of the primary officer you observed, enter a "1". To describe the demeanor of other officers, enter a "2". If both the primary and other officers exhibited the same demeanor toward a citizen, enter a "3".

182. Overtly jovial

39	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

183. Reassuring

44	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

184. Businesslike

49	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

185. Ridiculing, making fun of

54	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

186. Hostile

59	_____	_____	_____	_____	_____
----	-------	-------	-------	-------	-------

187. Time at which the encounter terminated or primary officer left the scene

64

188. Was the encounter over when the primary officer left the scene?

1 ___ no 2 ___ yes 9 ___ don't know

68

189. With the facts available at the end of this encounter, or when the officer left, what was the nature of the problem?

Enter up to three codes from list of Problem Type Codes.

69

If same as initial, enter 777 for first entry and go to next item.

72

75

190. Did the officer indicate that he/she could have taken legal action in this encounter, but did not do so?

1 ___ no 2 ___ yes

78

IF YES: 191. What action? _____

192. Why wasn't legal action taken?

1 ___ leniency, legal action too strong a penalty, citizen already punished enough, etc.

1 2 8

2 ___ legal action too much trouble for the officer, miss end of shift, have to spend extra time in court, etc.

9 +
79

8 ___ other reason _____

**NEXT CARD
DUPLICATE 1-11**

9 ___ don't know

13
12

193. Did the officer make a clear statement that this encounter did not involve "real police work"?

1 ___ no such statement was made
2 ___ yes, problem was too trivial
3 ___ yes, someone else should have handled this
8 ___ yes, other reason _____

1 2 3 8
9 +
14

9 ___ don't know

194. Did the officer tell you to remain in the patrol car at the start of this encounter?

1 ___ no 2 ___ yes

1 2 +
15

195. Did you remain in the patrol car for all or most of this encounter?

1 ___ no 2 ___ yes

1 2 +
16

196. Did the officer tell you to leave the scene of this encounter at any time during the encounter?

1 ___ no 2 ___ yes

1 2 +
17

197. Did you become involved in this encounter (more than just watching or minor conversation with participants)?

1 ___ no 2 ___ yes

1 2 +
18

IF YES: 198. Describe what you did: _____

199. Have you, or will you prepare a narrative for this encounter?

1 ___ no 2 ___ yes

1 2 +
19

Patrol General Shift Form

This form summarizes all events occurring during a complete patrol shift as observed by the patrol rider. One of these forms was completed for every shift ridden by our observers. Among the items recorded on this form are:

- information about roll call
- breakdowns of all dispatched police runs, by type
- contacts between the observed officer and both citizens and other officers
- the amount of time the officer spent performing each of several duties, on breaks, and on personal business

Several questions on this form were designed for the Referral Project. Question 50 asks for the number of face-to-face contacts with personnel from other units in the officer's department, and Question 51 asks for the number of face-to-face contacts with personnel from nonpolice support units. Each of these questions is coded with generic and specific agency and police unit type codes, including codes for referral agencies. Thus, every time an officer encountered either a police or nonpolice referral agency during his shift, the location of that encounter would be noted along with the type of agency encountered.

The Patrol General Shift Form also asks for officers' comments and attitudes. Question 82 asks if the officer mentioned any departmental emphasis on relations with juveniles, while Question 89 asks if the officer mentioned that juvenile-police relations were important to him personally. Questions 105 and 107 ask for any overt indications of officer satisfaction with nonpolice juvenile referral agencies and with other social service agencies, respectively.

POLICE SERVICES STUDYPATROL OBSERVATION
GENERAL SHIFT INFORMATION

- | | |
|---|--|
| 1. Form Number | 1 <u>0</u> <u>3</u> |
| 2. Jurisdiction _____ | 3 — — |
| 3. Neighborhood _____ | 5 — — |
| 4. Shift ID Number | 7 — — |
| 5. Sequence Number (001 if one officer observed throughout observation, otherwise see coding manual) | 9 — — — |
| 6. Card Number | 12 <u>0</u> <u>1</u> |
| 7. Observer _____ | 14 — — — |
| 8. Observed Officer ID Number | 17 — — — |
| 9. Number of officers assigned to this vehicle | 20 — |
| 10. Date shift begins | 21 <u> </u> / <u> </u> <u> </u>
mo day |
| 11. Time shift begins (24-hour clock) | 24 — — : — — |
| 12. Time you began observing this officer | 28 — — : — — |
| 13. Time you finished observing this officer | 32 — — : — — |
| 14. Time shift ends | 36 — — : — — |
| 15. IF YOUR OBSERVATION OF THIS OFFICER WAS INTERRUPTED: Amount of time when you were not observing (minutes) | 40 — — — |
| 16. Did you switch from observing one officer to observing a different officer during this shift? | |
| 1 <u> </u> no 2 <u> </u> yes | 43 1 2 |

IF A SWITCH WAS MADE:

17. Explain: _____

OFFICER CHARACTERISTICS

18. Approximate age

Primary
OfficerOther Officer
(if 2 in car)

44 — —

46 — —

19. Race

- 1 ☐ Anglo/White
 2 ☐ Black
 3 ☐ Latino
 4 ☐ American Indian
 8 ☐ other
 9 ☐ don't know

48 —

49 —

20. Sex

- 1 ☐ male
 2 ☐ female

50 —

51 —

21. Rank

- 1 ☐ patrolman
 2 ☐ corporal
 3 ☐ sergeant
 4 ☐ rank above sergeant
 8 ☐ other
 9 ☐ don't know

52 —

53 —

ROLL CALL AND ASSIGNMENT

22. Was there a roll call prior to or at the start of this shift?

- 1 ☐ no 2 ☐ yes 9 ☐ don't know

54 1 2 9 +

23. Were you present during the roll call?

- 1 ☐ no 2 ☐ yes

55 1 2 +

IF NO ROLL CALL OR YOU WERE NOT PRESENT, SKIP TO ITEM 27

24. Were any specific crimes or areas for special enforcement brought to the attention of the officers during roll call?

- 1 ☐ no 2 ☐ yes 9 ☐ don't know

56 1 2 9 +

25. Were officers given specific, individual assignments at roll call?

- 1 ☐ no 2 ☐ yes 9 ☐ don't know

57 1 2 9 +

26. Did officers air complaints, gripes, problems at roll call?

- 1 ☐ no 2 ☐ yes 9 ☐ don't know

58 1 2 9 +

27. Was this car assigned (for this shift) to a regular beat or given a roving assignment?

- 1 regular beat assignment
 2 roving or overlay assignment
 3 both (at different times during shift)
 9 don't know

1 2 3 9 +
 59

EVENTS DURING THIS SHIFT

28. Total number of encounters

60 — —

29. Number of other contacts with citizens

a. police related

62 — —

b. personal business

64 — —

30. Total number of dispatched runs

66 — —

31. Number of dispatched runs where no citizen contact was made (e.g., gone on arrivals, etc.)

68 — —

Breakdown of dispatched runs. How many were:

32. Crime in progress (actual or potential)

70 — —

33. Other crime report

72 — —

34. Disorderly conduct or other disturbance

74 — —

35. Emergency Assistance (illness, non-traffic injury)

76 — —

36. Traffic accident - with injuries reported

78 — —

37. Traffic accident - no injuries reported

14 — —

38. Other assistance or service to citizen

16 — —

39. Administrative runs (pick up or deliver reports, equipment, go to court for testimony, etc.)

18 — —

40. Other dispatched runs: _____

20 — —

NEXT
CARD

13 ²/_—

Other activities. How many times did the officer:

- 41. Perform a security check - commercial
- 42. Perform a security check - residential
- 43. Write a parking ticket

22 — —

24 — —

26 — —

CONTACTS WITH SUPERVISORS, WITH OTHER OFFICERS

44. Number of face-to-face contacts with supervisors:

- a. At the scene of an encounter or dispatched run
- b. Other contacts on the street
- c. Contacts at the station

28 — —

30 — —

32 — —

45. Number of radio contacts with supervisors

- a. At the scene of an encounter or dispatched run
- b. Other radio contacts while on the street

34 — —

36 — —

46. Number of stops at the station (other than returning at the end of the shift)

38 — —

47. Number of face-to-face contacts with detectives

- a. At the scene of an encounter
- b. Other contact, police related
- c. Other contact, personal business

40 — —

42 — —

44 — —

48. Number of face-to-face contacts with patrol officers from this department (other than partner if two officer unit)

- a. At the scene of an encounter
- b. Other contact, police related
- c. Other contact, personal business

46 — —

48 — —

50 — —

49. Number of face-to-face contacts with officers from other police departments

- a. At the scene of an encounter
- b. Other contacts, police related
- c. Other contact, personal business

52 — —

54 — —

56 — —

50. Number of face-to-face contacts with personnel from other units in this department (not patrol or detectives). Use list of Agency and Police Unit Types for coding.

	Police Unit Type	At Scene of an Encounter	Number of Contacts	
			Other, Police Related	Other, Personal Business
a)	58— —	60— —	62— —	64— —
b)	66— —	68— —	70— —	72— —
c)	14— —	16— —	18— —	20— —
d)	22— —	24— —	26— —	28— —
e)	30— —	32— —	34— —	36— —

NEXT
CARD

13 ³

51. Number of face-to-face contacts with personnel from non-police support units. Use list of Agency and Police Unit Types.

	Agency Type	At Scene of an Encounter	Number of Contacts	
			Other, Police Related	Other, Personal Business
a)	38— —	40— —	42— —	44— —
b)	46— —	48— —	50— —	52— —
c)	54— —	56— —	58— —	60— —
d)	62— —	64— —	66— —	68— —
e)	70— —	72— —	74— —	76— —

NEXT
CARD

13 ⁴

PREVENTIVE PATROL OVERLAP

52. How often did you see other units on patrol during this shift? (Enter Frequency Code)

Frequency Code

- 1 _____ never
 2 _____ once or twice
 3 _____ three to eight times
 4 _____ more than eight times per shift
 9 _____ don't know

- a. Patrol units from this department
 b. Patrol units from other police departments

14 _____

15 _____

TIME ALLOCATION (use time line sheet to jog your memory)

Approximate as closely as you can

Minutes

53. Time at or en route to an encounter or dispatched run

16 _____

54. Time report writing

19 _____

55. Time other administrative duties

22 _____

56. Time on meals, other 10-7 breaks

25 _____

57. Time on stationary traffic work (radar, etc.)

28 _____

58. Time on other stationary police work (surveillance, stake out, etc.)

31 _____

59. Time on stationary personal business

34 _____

60. Time on mobile traffic work (radar, vascar, etc.)

37 _____

61. Time on routine mobile patrol

40 _____

62. Time on mobile personal business

43 _____

63. Time out of car for foot patrol (not on an encounter or dispatched run)

46 _____

TOTAL OF TIME ALLOCATION

(Should equal total time observing this officer. If not, adjust item 61 to make equal.)

DO NOT
KEYPUNCH

ALLOCATION OF ROUTINE PATROL (NON-TRAFFIC)

64. Was most routine patrol time spent in:

- 1 ☐ residential areas
 2 ☐ commercial areas
 3 ☐ mixed, residential and commercial
 9 ☐ don't know

1 2 3 9 +
 49

65. Approximate percent of routine patrol time spent on own beat/sector (enter 99 if 100 percent)

50 — —

66. Approximate patrol pattern

- 1 ☐ concentrated on one portion of beat
 2 ☐ covered whole beat, repetitive pattern
 3 ☐ covered whole beat, non-repetitive
 8 ☐ other, can't characterize
 9 ☐ don't know

1 2 3 8 9 +
 52

OFFICER DISCRETION

67. Were there any instances during the shift where the officer indicated that he/she could have taken legal action but did not?

1 ☐ no 2 ☐ yes

1 2 +
 53

IF YES

68. Number of such instances traffic-related

54 — —

69. Number of such instances non-traffic related

56 — —

70. Number of such instances where officer indicates leniency as reason

58 — —

71. Number of such instances where officer indicates legal action would be too much trouble, would interfere with end of shift, etc.

60 — —

OFFICER REACTION TO OBSERVER

72. Did the officer make any overt statement indicating that observer's presence affected his/her behavior?

1 ☐ no 2 ☐ yes

1 2 +
 62

IF YES:

What?

OFFICER REACTION TO OBSERVER (continued)

73. Did the officer make any statement indicating that the presence of the observer made him/her uneasy, suspicious (no reference to behavior modification)?

1 no 2 yes

IF YES:

What? _____

63 1 2 +

74. In your own estimation, did your presence alter the officer's behavior?

- 1 not at all
 2 only in one or a few specific instances/encounters
 3 for a substantial proportion of the shift
 4 throughout the shift
 9 don't know, couldn't tell

IF 3:

75. What proportion of the shift?

76. How? _____

64 1 2 3 4 9 +

65 %

77. Were there any instances during the shift where your presence caused difficulties or generated conflict?

1 no 2 yes 9 don't know

IF YES:

How? _____

68 1 2 9 +

78. Did you take part in any police work in the course of your observation (something more than just keeping your eyes open, watching for a particular person, car, etc.)?

1 no 2 yes

IF YES:

Describe _____

69 1 2 +

OFFICER COMMENTS, ATTITUDES (Note, we want only overt, volunteered comments for this section. Do not quiz the officer on any of these items, nor attempt to lead the conversation toward any of them.)

Did the officer indicate that he/she thinks the police "brass" or immediate supervisors expect any of the following patrol styles/activities?

1 = no mention of item 2 = item mentioned

79. High visibility to residents

70 1 2 +

80. "Public relations" contacts with citizens (stopping to chat, getting to know residents, etc.)

71 1 2 +

81. Disseminating crime prevention information

72 1 2 +

82. Emphasis on relations with juveniles

73 1 2 +

83. Emphasis on preventive checks of homes

74 1 2 +

84. Emphasis on preventive checks, other services to businesses

75 1 2 +

85. Emphasis on staying in locations where a very rapid response is possible

76 1 2 +

NEXT CARD

5
13

Did the officer indicate that he/she thinks any of the following patrol styles/activities are important or unimportant?

- 1 = no mention of item
2 = officer thinks important
3 = officer thinks unimportant

86. High visibility to residents	14	1	2	3	+
87. "Public relations" contacts with citizens (stopping to chat, getting to know residents, etc.)	15	1	2	3	+
88. Disseminating crime prevention information	16	1	2	3	+
89. Emphasis on relations with juveniles	17	1	2	3	+
90. Emphasis on preventive checks of homes	18	1	2	3	+
91. Emphasis on preventive checks, other services to businesses	19	1	2	3	+
92. Emphasis on staying in locations where a very rapid response is possible	20	1	2	3	+

Did the officer make any overt statement(s) indicating satisfaction or dissatisfaction with any of the following?

- 1 = no clear indication either way
2 = satisfaction 3 = dissatisfaction 4 = both

93. This squad (immediate working group)	21	1	2	3	4	+
94. This beat, patrol area	22	1	2	3	4	+
95. This shift (time of day)	23	1	2	3	4	+
96. Other divisions, bureaus in the department (detectives, juvenile officers, etc.)	24	1	2	3	4	+
97. The officer's immediate supervisor	25	1	2	3	4	+
98. The chief	26	1	2	3	4	+
99. Supervisory arrangements in general	27	1	2	3	4	+
100. The size of this department	28	1	2	3	4	+
101. The amount of specialization in the department	29	1	2	3	4	+

Overt officer statements (continued)

1 = no clear indication either way

2 = satisfaction

3 = dissatisfaction

4 = both

102. Other police departments

30 1 2 3 4 +

IF YES

103. Which? _____

104. Fire department

31 1 2 3 4 +

105. Juvenile agencies (non-police)

32 1 2 3 4 +

106. Emergency medical units

33 1 2 3 4 +

107. Other social service agencies

34 1 2 3 4 +

Did the officer make any overt statement indicating any of the following items?

1 = no such statement

2 = yes, statement made

108. Knows what community expects of him/her

35 1 2 +

109. Feels constrained by public opinion, potential citizen reaction

36 1 2 +

110. Perceives lack of support from neighborhood

37 1 2 +

111. Feels isolated from neighborhood, knows little about it

38 1 2 +

112. Wishes residents would be more involved in supporting the police

39 1 2 +

113. Feels that citizens are involved, helpful to the police

40 1 2 +

114. Wishes citizens would be less involved, let the police do their job

41 1 2 +

Overt officer statements (continued)

1 = no such statement 2 = yes, statement made

115. Feels that local politicians are too influential in police affairs

42 1 2 +

116. Feels that local press is supportive of police

43 1 2 +

117. Feels that local press is overly critical of police

44 1 2 +

118. Did the officer make any overt statement of a personal policy of leniency in particular situations or toward particular kinds of people?

1 = no such statement 2 = yes, statement made

45 1 2 +

IF YES

What? _____

119. Did the officer make any overt statement of a personal policy of strictness in particular situations or toward particular kinds of people?

1 = no such statement 2 = yes, statement made

46 1 2 +

IF YES

What? _____

1 = no 2 = yes

What happened?

This image shows a single page of white paper with horizontal black ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be from a notebook or a standard sheet of stationery. There is no handwriting or other markings on the page.

(attach extra pages if needed)

PATROL OBSERVATION - TIME LINE SHEET

(): Nearest hour preceding start of observation.

-
-
-
-
-

(): Hour 1

-
-
-
-
-

(): Hour 2

-
-
-
-
-

(): Hour 3

-
-
-
-
-

(): Hour 4

-
-
-
-
-

(): Hour 5

-
-
-
-
-

(): Hour 6

TIME LINE SHEET (continued)

(): Hour 6

-
-
-

(): Hour 7

-
-
-

(): Hour 8

-
-
-

(): Hour 9

-
-
-

(): Hour 10

-
-
-

(): Hour 11



CONTINUED

1 OF 2

Police Officer Interview Form

This questionnaire is designed to obtain the opinions, reactions, and observations of police officers about policing in general and about the neighborhoods they serve in particular. We attempted to interview every patrol officer that served our study neighborhoods, across all three shifts, plus every officer with whom we rode during the summer. The questionnaire also obtains information on the characteristics and attributes of the officer himself including his rank, age, length of service in the department, training, and education. No names were recorded on these forms to maintain confidentiality.

Most of the referral information is contained in Questions 38-51 in Part I. Several questions ask officers for their opinions on the role of the police in providing social services such as emergency medical transportation, handling family disputes, and dealing with noncriminal calls for service such as public nuisances. Other questions ask officers if they think citizens in the areas they serve expect them to handle these types of calls. Page 8 asks about the availability of social service agencies that will accept police referrals in the areas of domestic disturbances, drinking problems, and juvenile problems. Space is provided to code the particular agency name mentioned, and also if the officer routinely refers citizens to these types of agencies. All answers can be analyzed controlling for individual attributes such as age, sex, race, and rank.

Part II of this form calls for the officer to read the questions and fill in the answers. Question 11 asks if the officer feels that

referral is a waste of his time, while Question 12 asks the officer's opinion of police handling of calls where no crime is involved. On Page 5 officers are asked their opinion of the degree to which they are prepared to handle family disturbances, alcoholics, and problem juveniles. They are then asked to rank the contribution of education, training, and experience to their preparation for handling each of these types of assignments.

POLICE SERVICES STUDY

CODING CHECK _____

KEYPUNCHED _____

VERIFIED _____

POLICE OFFICER QUESTIONNAIRE
Cover Page

- | | | |
|---|---|------------|
| 1. Form Number | _____ | 0 6 |
| 2. Jurisdiction | _____ | 1 _____ |
| 3. Neighborhood | _____ | 3 _____ |
| (refer to this area for pages 4 through 8) | | _____ + + |
| 4. Officer ID Number | _____ | 5 _____ |
| 5. Card Number | _____ | 9 _____ |
| 6. Interviewer | _____ | 12 0 1 |
| 7. Date of interview | _____ | 14 _____ |
| 8. Time ended _____:_____ | Total time (in minutes) | 17 / _____ |
| 9. Where was interview conducted? | | 20 _____ |
| 1 Private room or office | | 1 2 8 + |
| 2 Open, public area | | 23 |
| 8 Other | | |
| 10. Were other individuals present for a significant portion of the interview? | | |
| 1 no 2 yes | | 1 2 + |
| 11. Respondent's attitude | | 24 |
| 1 Friendly | | 1 2 3 8 |
| 2 Neutral | | |
| 3 Hostile | | 9 + |
| 8 Other | | 25 |
| 9 Don't know, couldn't characterize | | |
| 12. Respondent's responses | | |
| 1 Open | | 1 2 3 8 |
| 2 Somewhat cautious | | |
| 3 Very cautious | | 9 + |
| 8 Other | | 26 |
| 9 Don't know, couldn't characterize | | |
| 13. Respondent's interest level | | |
| 1 Very interested | | 1 2 3 8 |
| 2 Somewhat interested | | |
| 3 Bored | | 9 + |
| 8 Other | | 27 |
| 9 Don't know, couldn't characterize | | |
| 14. Assessment of respondent's morale | | |
| 1 High | | 1 2 3 8 |
| 2 Neutral | | |
| 3 Low | | 9 + |
| 8 Other | | 28 |
| 9 Don't know, couldn't characterize | | |
| 15. Comments - Write any comments about this interview on back of this Cover Sheet. | 1 no comments 2 comments written | 29 1 2 + |

POLICE SERVICES STUDY

POLICE OFFICER QUESTIONNAIRE

Time Started ____:____

Police Officer Characteristics

1. What is your rank (do not ask if known)?

0 ____ Patrolman	5 ____ Major	0 1 2 3
1 ____ Corporal	6 ____ Assistant or Deputy Chief	4 5 6 7
2 ____ Sergeant	7 ____ Chief	
3 ____ Lieutenant	8 ____ Other _____	8 +
4 ____ Captain		30

2. **IF RANK ABOVE PATROLMAN:** How long did you hold each of the the following ranks? (Code in years)

a. Patrolman	31 ____
b. Corporal	33 ____
c. Sergeant	35 ____
d. Lieutenant	37 ____
e. Captain	39 ____
f. Major	41 ____
g. Assistant or deputy chief	43 ____
h. Chief	45 ____
i. Other _____	47 ____

3. What rank do you expect to have when you retire?

0 ____ Patrolman	6 ____ Assistant or Deputy Chief	0 1 2 3
1 ____ Corporal	7 ____ Chief	4 5 6 7
2 ____ Sergeant	8 ____ Other, plans to leave before retirement	8 9 +
3 ____ Lieutenant	9 ____ Don't know	49
4 ____ Captain		
5 ____ Major		

4. What year were you born? 19 ____

50 ____

5. Do you live in _____?
(name of jurisdiction)

1 ___ no 2 ___ yes

1 2 +
52

7. **IF YES:** How long have you lived here? (years)

53 — —

8. **IF NO:** Have you ever lived here?

1 ___ no 2 ___ yes

1 2 +
55

9. **IF YES:** How long did you live here? (years)

56 — —

6. What year did you join this department? 19 ___

58 — —

7. Have you served on any other police departments?

1 ___ no 2 ___ yes

1 2 +
60

IF YES: For how many years in total?

61 — —

8. Are you a member of any association of police officers?

1 ___ no 2 ___ yes

1 2 +
63

9. **IF YES:** What is the name of the organization? _____

(code all that apply: 1 ___ no 2 ___ yes)

a. Police Benevolent Association

1 2 +
64

b. Fraternal Order of Police

1 2 +
65

c. IACP

1 2 +
66

d. Local police officers' association or union

1 2 +
67

e. Other

1 2 +
68

10. Where did you obtain your entry-level training? _____

(code all that apply: 1 ___ no 2 ___ yes)

a. State academy

1 2 +
69

b. Regional academy (county or interjurisdictional academy)

1 2 +
70

c. This department's own academy

1 2 +
71

d. Another department's academy

1 2 +
72

e. On the street, no formal entry-level training

1 2 +
73

f. Other _____

1 2 +
74

11. How many hours of entry-level training did you receive?

75 — — — —

12. In what year did you receive your entry-level training? 19 — —

79 — —

13. How many years of education have you had?

NEXT CARD

7	8 9 10 11 12	13 14 15 16	17 18 19 20
Less Than High School	High School	College	Graduate

2
13 — —
14 — —

IF COLLEGE:

a. Major _____

b. Where _____

c. Degree: 1 ___ A.A. 2 ___ B.A./B.S. 3 ___ M.A. 1 2 3 4
4 ___ Ph.D. 5 ___ Law 8 ___ Other 5 8 +

16 — — —

Number of credits: Quarter hours

(-9 for don't

know)

Semester hours

17 — — —

20 — — —

d. How much education did you have when you
joined the department?

7	8 9 10 11 12	13 14 15 16	17 18 19 20
Less Than High School	High School	College	Graduate

23 — —

Number of credits: Quarter hours

(-9 for don't

know)

Semester hours

25 — — —

28 — — —

IN DEPARTMENTS WHERE OUR NEIGHBORHOOD CONSTITUTES THE WHOLE
JURISDICTION, SKIP TO QUESTION 15.

For the remainder of this portion of the interview, I'd like you to
keep in mind one particular area of _____ (name of jurisdiction)
This is called _____ and it comprises patrol
(beat/sector/zone) number(s) _____.

(SHOW A MAP OF THE NEIGHBORHOOD IF NECESSARY TO FOCUS OFFICER
ON STUDY NEIGHBORHOOD.)

14. How long have you worked in this particular (area/jurisdiction)?

(___ / ___ / ___, years/months/weeks, zero fill)

31 — — / — — / — —

15. How would you rate the quality of police services provided by your department to residents of this (area/jurisdiction)?
Is it:

READ:	1	outstanding,	DON'T READ:	9	don't know	1	2	3	4
	2	good,							
	3	adequate,							
	4	inadequate, or				37	5	9	+
	5	very poor?							

16. How about the residents of this (area/jurisdiction): would residents of the (area/jurisdiction) say that police services there are:

READ:	1	outstanding,	DON'T READ:	9	don't know	1	2	3	4
	2	good,							
	3	adequate,							
	4	inadequate, or				38	5	9	+
	5	very poor?							

17. What about public officials, how do you think they would rate the quality of police services to this particular (area/jurisdiction)?
Would they say police services are:

READ:	1	outstanding,	DON'T READ:	8	other	1	2	3	4
	2	good,							
	3	adequate,							
	4	inadequate, or							
	5	very poor?			9	don't know	39	5	8
								9	+

18. How many citizens who live in this (area/jurisdiction) can you identify by name when you see them on the street?
(-9 if don't know)

40 — — — —

19. What percent of citizens in this particular (area/jurisdiction) are willing to call the police if they see something suspicious?
(-9 if don't know)

44 — — — %

20. Generally speaking, are most, some, or only a few residents of this (area/jurisdiction) willing to press charges in disturbances cases?

1 2 3

1 — most 2 — some 3 — few 9 — don't know

9 +
47

21. From your own experience, do most, some or only a few of the residents of the (area/jurisdiction) report a crime to the police when they are victimized?

1 — most 2 — some 3 — few 7 — depends on type
of crime

1 2 3

9 — don't know

7 9 +
48

IN DEPARTMENTS WHERE OUR NEIGHBORHOOD CONSTITUTES THE WHOLE JURISDICTION,
SKIP REMINDER NOTE AND GO DIRECTLY TO QUESTION 22.

Now, recalling that we are referring only to the _____ area,
comprising patrol (beat/sector/zone) number(s) _____,

22. In the last year, do you think crime in this particular (area/
jurisdiction) has:

READ:	1 _____ increased,	DON'T READ:	4 _____ there is no	1	2	3	4
	2 _____ decreased, or		crime in this area				
	3 _____ stayed the same?		8 _____ other _____	8	9	+	
			9 _____ don't know	49			

23. How likely do you think it is that a resident of this (area/
jurisdiction) would have their home burglarized in the next year?
Do you think it is:

READ:	1 _____ very likely,	DON'T READ:	8 _____ other _____	1	2	3
	2 _____ somewhat likely, or					
	3 _____ not at all likely?		9 _____ don't know	8	9	+
				50		

24. What about vandalism, how likely do you think it is that a
resident of this (area/jurisdiction) would have his home
vandalized in the next year?
Do you think it is:

READ:	1 _____ very likely,	DON'T READ:	8 _____ other _____	1	2	3
	2 _____ somewhat likely,					
	3 _____ not at all likely?		9 _____ don't know	8	9	+
				51		

25. How likely do you think it is that a resident of this (area/
jurisdiction) would be robbed by someone with a weapon in the
next year? Would you say:

READ:	1 _____ very likely,	DON'T READ:	8 _____ other _____	1	2	3
	2 _____ somewhat likely, or					
	3 _____ not at all likely?		9 _____ don't know	8	9	+
				52		

26. Are there any groups of people in this (particular area/juris.) that have volunteer citizens patrolling residential areas?

1 ___ no 2 ___ yes 9 ___ don't know

53 1 2 9 +

IF YES: 27. What is the name of the group? _____

Number of groups named: _____

54 _____

28. How effective has this group been in dealing with problems of crime and public safety in the area? Have they been:

1 ___ very effective, **DON'T READ**
2 ___ somewhat effective, or
3 ___ not at all effective? 9 ___ don't know

55 1 2 3 9 +

29. Are there any groups of people in this (area/jurisdiction) that hire private security guards or patrols?

1 ___ no 2 ___ yes 9 ___ don't know

56 1 2 9 +

IF YES: 30. What is the name of the group? _____

Number of groups named: _____

57 _____

31. How effective has this group been in dealing with problems of crime and public safety in the area? Have they been:

1 ___ very effective, **DON'T READ**
2 ___ somewhat effective, or
3 ___ not at all effective? 9 ___ don't know

58 1 2 3 9 +

32. Are there any groups that encourage citizens to undertake crime prevention efforts or that distribute information on crime prevention measures in this (particular area/jurisdiction)?

1 ___ no 2 ___ yes 9 ___ don't know

59 1 2 9 +

IF YES: 33. What is the name of the group? _____

Number of groups named: _____

60 _____

34. How effective has this group been in dealing with problems of crime and public safety in the area? Have they been:

1 ☐ very effective, DON'T READ
 2 ☐ somewhat effective, or
 3 ☐ not at all effective? 9 ☐ don't know

61 1 2 3 9 +

35. Are there any groups that work to improve police-community relations in this (area/jurisdiction)?

1 ☐ no 2 ☐ yes 9 ☐ don't know

62 1 2 9 +

IF YES: 36. What is the name of the group? _____

Number of groups named: _____

63 _____

37. How effective has this group been in dealing with problems of crime and public safety in the area? Have they been:

1 ☐ very effective, DON'T READ
 2 ☐ somewhat effective, or
 3 ☐ not at all effective? 9 ☐ don't know

64 1 2 3 9 +

38. Do you think police should use their squad cars to transport seriously sick or injured persons to a doctor or hospital?

1 ☐ no 2 ☐ yes 8 ☐ other _____ 9 ☐ don't know

65 1 2 8 9 +

39. Do most citizens of this (area/jurisdiction) expect you to do this?

1 ☐ no 2 ☐ yes 8 ☐ other _____ 9 ☐ don't know

56 1 2 8 9 +

40. Do you think police should help to quiet family disputes if they get out of hand?

1 ☐ no 2 ☐ yes 8 ☐ other _____ 9 ☐ don't know

67 1 2 8 9 +

41. Do most citizens of this (area/jurisdiction) expect you to do this?

1 ☐ no 2 ☐ yes 8 ☐ other _____ 9 ☐ don't know

68 1 2 8 9 +

42. Do you think the police here should handle cases involving public nuisances, such as barking dogs or burning rubbish?

1 ☐ no 2 ☐ yes 8 ☐ other _____ 9 ☐ don't know

69 1 2 8 9 +

43. Do most citizens of this particular (area/jurisdiction) expect you to do this?

1 ☐ no 2 ☐ yes 8 ☐ other _____ 9 ☐ don't know

70 1 2 8 9 +

44. If you are handling a domestic disturbance, is there any agency, group, or person to whom you can refer people for help?

1 ___ no 2 ___ yes 9 ___ don't know

IF YES:

45. Who? _____

CODE AGENCY AND POLICE UNIT TYPE CODES FOR UP
TO THREE AGENCIES (-9 for no name given)

46. Is this what you routinely do?

1 ___ no 2 ___ yes 3 ___ sometimes

47. If you are handling a person with a drinking problem, is there any agency, group, or individual to whom you can refer the person for help?

1 ___ no 2 ___ yes 9 ___ don't know

IF YES:

48. Who? _____

CODE AGENCY AND POLICE UNIT TYPE CODES FOR UP
TO THREE AGENCIES (-9 for no name given)

49. Is this what you routinely do?

1 ___ no 2 ___ yes 3 ___ sometimes

50. If you are handling a juvenile problem, is there any agency, group, or person to whom you can refer the juvenile for help?

1 ___ no 2 ___ yes 9 ___ don't know

IF YES:

51. Who? _____

CODE AGENCY AND POLICE UNIT TYPE CODES FOR UP
TO THREE AGENCIES (-9 for no name given)

52. Is this what you routinely do?

1 ___ no 2 ___ yes 3 ___ sometimes

1 2 9 +
71

72

74

76

1 2 3 +
78 **NEXT CARD**

13 3

1 2 9 +
14

15

17

19

1 2 3 +
21

1 2 9 +
22

23

25

27

1 2 3 +
29

IF OUR NEIGHBORHOOD CONSTITUTES THE ENTIRE JURISDICTION, SKIP TO QUESTION 53. OTHERWISE SAY:

Now I'd like to shift back to (name of jurisdiction) as a whole.

53. How frequently do you work with officers from other police and law enforcement departments? Would you say it is:

READ:

DON'T READ:

- 1 ☐ daily,
 2 ☐ weekly,
 3 ☐ once or twice a month,
 4 ☐ a few times a year,
 5 ☐ once a year or less frequently, or
 6 ☐ never?

9 ☐ don't know

1 2 3 4
 5 6 9 +
 30

IF WORKS WITH OTHER DEPARTMENTS AT ALL:

54. What other departments do you work with? _____

(code all that are mentioned: 1 ☐ no 2 ☐ yes)

- a. Other municipal police
 b. County police or sheriff
 c. State police or highway patrols
 d. Federal law enforcement departments
 e. Other

1 2 +
 31
 1 2 +
 32
 1 2 +
 33
 1 2 +
 34
 1 2 +
 35

55. What kinds of matters do you work on with officers from other departments? _____

(code all that are mentioned: 1 ☐ no 2 ☐ yes
 + ☐ no mention)

- a. Routine back-up on calls for service
 b. Exchange of information regarding crime
 c. Joint investigations of particular crimes
 d. Other _____

1 2 +
 36
 1 2 +
 37
 1 2 +
 38
 1 2 +
 39

56. Would you rate the cooperation of the local prosecutor's office with the police as:

READ:

- 1 ___ outstanding,
2 ___ good,
3 ___ adequate,
4 ___ inadequate, or
5 ___ very poor?

DON'T READ:

- 8 ___ other _____
9 ___ don't know

1 2 3 4
5 8 9 +
40

57. Would you rate the support of local courts for the police as:

READ:

- 1 ___ outstanding,
2 ___ good,
3 ___ adequate,
4 ___ inadequate, or
5 ___ very poor?

DON'T READ:

- 8 ___ other _____
9 ___ don't know

1 2 3 4
5 8 9 +
41

58. Compared to other departments in the _____ (name of SMSA) area, would you say your department is:

READ:

- 1 ___ a much better place to work,
2 ___ a somewhat better place,
3 ___ about the same,
4 ___ a somewhat worse place, or
5 ___ a much worse place to work?

DON'T READ:

- 9 ___ don't know

1 2 3 4
5 9 +
42

Thanks a lot. I've got a few more questions that can be answered more quickly if you will just read the instructions on this form and mark your own answers (hand officer the self-administered part of the interview). If you have any questions about this part, ask me about them at any time.

CODE, BUT DO NOT ASK:

Officer's race

- 1 ___ Anglo/white
2 ___ Black
3 ___ Latino
4 ___ Oriental
8 ___ Other
9 ___ Don't know, couldn't tell

1 2 3 4
8 9 +
43

Officer's sex

- 1 ___ Male 2 ___ Female

1 2 +
44

POLICE SERVICES STUDY
POLICE OFFICER QUESTIONNAIRE

Part II

***Please read the following statements about police work and check the response closest to your own opinion.

1. Police officers do a better job when they have clear, precise guidelines to follow in handling incidents.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 45___
2. If police officers in tough neighborhoods had fewer restrictions on their use of force, many of the serious crime problems in those neighborhoods would be greatly reduced.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 46___
3. Police officers here would be more effective if they didn't have to worry about "probable cause" requirements for searching citizens.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 47___
4. A police officer does the best job by following the orders of superior officers.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 48___
5. Organizing citizens into neighborhood watch groups can significantly reduce crime in their neighborhoods.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 49___
6. When a police officer is accused of using too much force, only other officers are qualified to judge such a case.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 50___
7. An auxiliary police force of trained volunteers is a big help to a police department.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 51___
8. Patrol officers on the street are more effective if they are able to decide on their own when to enforce particular laws.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 52___
9. Police officers have a right to organize and take steps to improve their working conditions.
1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree 53___

10. Better pay is the most important factor in getting a better police force.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

54 ___

11. Referring a citizen to social service, health, or welfare agencies is a waste of police officers' time in most cases.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

55 ___

12. Police should not have to handle calls that involve social or personal problems where no crime is involved.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

56 ___

13. The command and discipline found in a military organization is a good model for a police department.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

57 ___

***Please read the following statements about policing in your department.
Check the response closest to your own opinion.

14. All members of this department have an opportunity to influence the policies of the department.

58 ___

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

15. New police officers in this department should be required to have some college work.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

59 ___

16. Most people in this community respect police officers.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

60 ___

17. Most supervisors in this department are careful to fit rules and regulations to the situation rather than insisting that rules and regulations have to be followed regardless of the situation.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

61 ___

18. The promotion system used in this department is fair to all candidates for promotion.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

62 ___

19. The top brass in this department usually know what is happening on the street.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

63 ___

20. There is a good working relationship in this department between patrol officers and the officers who do follow-up investigations.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

64 ___

21. The likelihood of a police officer being abused by citizens in this community is very high.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

65 ___

22. Immediate supervisors in this department let each officer do his work the way that officer thinks best.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

66 ___

23. Morale in the department is high.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

67 ___

24. Local politicians have too much influence over the police department.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

68 ___

25. Some college course work should be required for promotion in this department.

1 ___ strongly agree 2 ___ agree 3 ___ disagree 4 ___ strongly disagree

69 ___

***Please list training courses you have participated in (other than the academy or basic training).

<u>Subject</u>	<u>Length of Course</u> (What number of days or hours)
26a) _____	_____
b) _____	_____
c) _____	_____
d) _____	_____
e) _____	_____
f) _____	_____
g) _____	_____
h) _____	_____

TOTAL TRAINING HOURS

70 ___

NEXT CARD

27. Every department has areas of strength and weakness. On a scale of zero to ten, rate your department on the following characteristics. Zero stands for very poor; ten stands for outstanding.

Officers in your department:	<div>Very</div> <div>Poor</div>										Outstanding	
Treat all citizens equally	0	1	2	3	4	5	6	7	8	9	10	14
Protect civil liberties when searching citizens	0	1	2	3	4	5	6	7	8	9	10	16
Are courteous	0	1	2	3	4	5	6	7	8	9	10	18
Are concerned about citizen welfare	0	1	2	3	4	5	6	7	8	9	10	20
Are restrained in their use of force	0	1	2	3	4	5	6	7	8	9	10	22
Are neat in appearance	0	1	2	3	4	5	6	7	8	9	10	24
Are honest	0	1	2	3	4	5	6	7	8	9	10	26
Are knowledgeable in the law	0	1	2	3	4	5	6	7	8	9	10	28

***How well prepared are you to handle each of the following activities?
Check the appropriate space beside each activity.

28. Family disturbances

29. Civil disorders

30. Traffic accident investigations

31. Alcoholics

32. Court appearances

33. Narcotics cases

34. Problem juveniles

35. Burglary investigations

Very Well	Fairly Well	Not Very Well

30 —

31 —

32 —

33 —

34 —

35 —

36 —

37 —

***In the spaces below, please rank the contribution of education, police training, and experience to your preparation for each type of assignment.
(1 = very helpful 2 = somewhat helpful 3 = no help 4 = harmful)

36. Family disturbances

37. Civil disorders

38. Traffic accident investigations

39. Alcoholics

40. Court appearances

41. Narcotics cases

42. Problem juveniles

43. Burglary investigations

Education	Training	Experience

38 — — —

41 — — —

44 — — —

47 — — —

50 — — —

53 — — —

56 — — —

59 — — —

***There are a lot of ways police can do their job. Following is a list of things people may look for in police. Please indicate how important each of these is to you. Having police "who are courteous," has been assigned an arbitrary value of 100. Assign a score to each of the remaining items according to whether you think it is more or less important than courtesy. If an item is equal in importance to courtesy, then assign it a value of 100. If it is six times as important as courtesy assign it a score of 600. If it is half as important as courtesy assign it a score of 50.

Rank the importance of having police:

NEXT CARD

44. who are courteous	<u>100</u>	13 ⁵
45. who are concerned about citizens' well-being	_____	14 _____
46. who are neat in appearance	_____	18 _____
47. who are honest	_____	22 _____
48. who treat all equal according to the law	_____	26 _____
49. who respond quickly when called	_____	30 _____
50. who are knowledgeable in the law	_____	34 _____
51. who protect civil liberties when searching citizens	_____	38 _____
52. who are restrained in their use of force	_____	42 _____
53. who know the people in their neighborhood	_____	46 _____

(If you have any comments about any question, or would like to explain any answer, please use this space and the back of this page. THANK YOU!!)

Referral Agency Interview Form

The purpose of this form is to obtain information about the practices of social service agencies. For purposes of the study, a referral agency was defined as an agency that handled any one or more of 10 social problems listed on Page 1 of the form. We interviewed representatives of each agency identified as taking referrals from police serving our study neighborhoods. The form, although containing structured questions, was formatted to be a conversational guide. Questions did not have to be asked in the rigid form in which they appear on the form, but could be rephrased to suit the situation. The form was written to allow interviews of both police referral units and nonpolice social service agencies. When interviewing police agencies, we substituted the words "patrol officers" for "police," since we were interested in the relations between beat officers and referral agencies.

The form begins by defining an agency's primary service area, then asks which of several services -- emergency medical assistance, psychological counseling, crisis intervention, shelter, half-way houses, legal aid, help finding jobs, help getting on welfare, help finding housing, alcohol or drug rehabilitation, alcohol or drug detoxification, or methadone maintenance -- the agency provides and the length of time it has provided it. We ask about the criteria that the agency uses to evaluate its own performance. We ask about geographic coverage and hours of operation; i.e., agency availability. Agencies are categorized as professional or volunteer by the proportion of their staffs that belong to each category.

There are several questions about the type of clientele served by the agency. The latter part of the interview asks about the agency's relations with local police departments; agency representatives are asked to rate the cooperation between staff members and local police officers. The interview concludes with a discussion of funding sources and total expenditures.

Police Services Study
Referral Agency Interview

COVER SHEET

1. Form Number	1	2	0	
2. Jurisdiction _____	3		+	+
3. Organization Name/Seq. Number _____	9		0	1
4. Interviewer Name/Number _____	14			
5. Date of Interview	17	/		
6. Total time, in minutes, of interview	20			
7. Type of interview: 1__phone 2__in-person 3__mixed	23	1	2	3
8. Name and title of respondent _____				
9. Position in organization				
1__director	24	1	2	3
2__other administrative officer				8
3__other staff member				
8__other _____				
10. If more than one person interviewed to complete the form, code position of second person using codes in question 9.	25	1	2	3
11. Is this referral agency part of:				8 +
1__private agency				
2__police agency				
3__state government agency		1	2	3
4__county government agency (nonpolice)				4
5__city government agency (nonpolice)	26	5	6	7
6__city-county government agency				8
7__special district				
8__other _____				
12. If this referral agency is part of one of our study departments, code that department's jurisdiction number	27			
and code the generic Agency and Police Unit Type Code	29			
13. If this referral agency is part of a community organization code the Jurisdiction/Sequence number for that organization	31			+
	37			+

Police Services Study
Referral Agency Interview

INTRODUCTION

My name is _____. I am working with Indiana University and the University of North Carolina on a study of police services in the metropolitan area. We are particularly interested in ways police deal with social service problems. I would like to talk with you about your program and the contacts your agency has with police (patrol officers).

NOTE: HERE AND THROUGHOUT THIS INTERVIEW REFERENCES TO POLICE DEPARTMENTS ARE OFTEN FOLLOWED BY THE WORDS "PATROL OFFICERS." THIS IS THE ALTERNATIVE PHRASING TO BE USED WHEN INTERVIEWING A POLICE DEPARTMENT'S OWN INTERNAL REFERRAL SERVICE ABOUT RELATIONSHIPS BETWEEN THAT UNIT AND PATROL OFFICERS IN THE SAME DEPARTMENT.

Time Interview Started ____ : ____

First of all, I would like to read you a list of problems that social service agencies sometimes deal with. Would you tell me which of these your agency routinely handles?

- | | | | | | |
|-------------------------|--------------|----|---|---|---|
| 1. Public intoxication | 1__no 2__yes | 40 | 1 | 2 | + |
| 2. Mental illness | 1__no 2__yes | 41 | 1 | 2 | + |
| 3. Drug abuse | 1__no 2__yes | 42 | 1 | 2 | + |
| 4. Juvenile delinquency | 1__no 2__yes | 43 | 1 | 2 | + |
| 5. Family crises | 1__no 2__yes | 44 | 1 | 2 | + |
| 6. Runaways | 1__no 2__yes | 45 | 1 | 2 | + |
| 7. Victim assistance | 1__no 2__yes | 46 | 1 | 2 | + |
| 8. Aid to the elderly | 1__no 2__yes | 47 | 1 | 2 | + |
| 9. Aid to the indigent | 1__no 2__yes | 48 | 1 | 2 | + |
| 10. Suicide prevention | 1__no 2__yes | 49 | 1 | 2 | + |

IF NONE OF THE ABOVE SERVICES ARE HANDLED BY THIS AGENCY
TERMINATE THE INTERVIEW.

INDICATE WHICH OF THE ABOVE SERVICES IS THIS AGENCY'S PRIMARY
AREA OF INTEREST. IF THIS IS NOT CLEAR, ASK.

11. Area of primary interest (Code number of service from
above)
NQ 21

Now I'd like to find out which of the following services your agency provides directly to those in need. ASK ONLY THOSE WHICH ARE REASONABLE.

12. Does your agency provide emergency medical assistance?

1 no 2 yes

52 1 2 +

IF YES: How long have you provided it? (years)

53

Why did you start providing this service?

NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

55 1 2 +

IF YES: Why did you stop providing it?

NQ 23

13. Does your agency provide psychological counseling?

1 no 2 yes

56 1 2 +

IF YES: How long have you provided it? (years)

57

Why did you start providing this service?

NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

59 1 2 +

IF YES: Why did you stop providing it?

NQ 23

14. Does your agency provide crisis intervention or counseling?

1 ___ no 2 ___ yes

60 1 2 +

IF YES: How long have you provided it? (years)

61 _____

Why did you start providing this service?

NQ 22

IF NO: Did you ever provide this service?

1 ___ no 2 ___ yes

63 1 2 +

IF YES: Why did you stop providing it?

NQ 23

15. Does your agency provide shelter? (a place for people to stay temporarily)

1 ___ no 2 ___ yes

64 1 2 +

IF YES: How long have you provided this service? (years)

65 _____

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 ___ no 2 ___ yes

67 1 2 +

IF NO: Why did you stop providing it?

NQ 23

16. Does your agency run a half-way house?

1 ___ no 2 ___ yes

IF YES: How long have you run it? (years)

Why did you start running it?

NQ 22

68 1 2 +

69 — —

IF NO: Did you every run a half-way house?

1 ___ no 2 ___ yes

IF YES: Why did you stop running it?

NQ 23

71 1 2 +

17. Does your agency provide legal aid?

1 ___ no 2 ___ yes

IF YES: How long have you provided this service? (years)

Why did you start providing it?

NQ 22

72 1 2 +

73 — —

IF NO: Did you ever provide this service?

1 ___ no 2 ___ yes

IF YES: Why did you stop providing it?

NQ 23

75 1 2 +

18. Does your agency provide help finding jobs?

1 no 2 yes

76 1 2 +

IF YES: How long have you provided this service? (years)

77

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

79 1 2 +

IF YES: Why did you stop providing it?

NQ 23

NEXT CARD DUPLICATE 1-12

19. Does your agency provide help getting on welfare?

1 no 2 yes

13 2

14 1 2 +

IF YES: How long have you provided this service? (years)

15

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 no 2 yes

17 1 2 +

IF YES: Why did you stop providing it?

NQ 23

20. Does your agency provide help finding housing?

1 ___ no 2 ___ yes

18 1 2 +

IF YES: How long have you provided this service? (years)

19 — —

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 ___ no 2 ___ yes

21 1 2 +

IF YES: Why did you stop providing it?

NQ 23

21. Does your agency provide alcohol or drug rehabilitation?

1 ___ no 2 ___ yes

22 1 2 +

IF YES: How long have you provided this service? (years)

23 — —

Why did you start providing it?

NQ 22

IF NO: Did you ever provide this service?

1 ___ no 2 ___ yes

25 1 2 +

IF YES: Why did you stop providing it?

NQ 23

22. Does your agency provide alcohol or drug detoxification?
("sobering-up" or "drying-out" facilities?)

1___no 2___yes

26 1 2 +

IF YES: How long have you provided this service? (years)

27 — —

Why did you start providing it?
NQ 22

IF NO: Did you ever provide this service?

1___no 2___yes

29 1 2 +

IF YES: Why did you stop providing it?
NQ 23

23. Does your agency provide methadone maintenance?

1___no 2___yes

30 1 2 +

IF YES: How long have you provided this service? (years)

31 — —

Why did you start providing it?
NQ 22

IF NO: Did you ever provide this service?

1___no 2___yes

33 1 2 +

IF YES: Why did you stop providing it?
NQ 23

24. What criteria do you think should be used to judge how well your agency is doing?
NQ 24

25. What sorts of information do you (does the agency head) rely on to know how the agency is doing?
NQ 25

26. What geographic area do you serve?

- | | | | | |
|---|---|----|---|---|
| 1 | part of this city/town (specify boundaries below) | | | |
| 2 | this entire city or town | 1 | 2 | 3 |
| 3 | part of this county (specify boundaries below) | | | |
| 4 | this entire county | 4 | 5 | |
| 5 | area larger than this county (specify boundaries below) | 34 | | |

BOUNDARIES:

NQ 26

27. What hours during the week are you open?

Monday from _____:_____ (CODE ON 24 HOUR CLOCK)

to _____:_____

Tuesday from _____:_____

to _____:_____

Wednesday from _____:_____

to _____:_____

Thursday from _____:_____

to _____:_____

Friday from _____:_____

to _____:_____

Saturday from _____:_____

to _____:_____

Sunday from _____:_____

to _____:_____

35 _____:_____

39 _____:_____

43 _____:_____

47 _____:_____

51 _____:_____

55 _____:_____

59 _____:_____

63 _____:_____

67 _____:_____

71 _____:_____

75 _____:_____

NEXT
CARD13³

14 _____:_____

18 _____:_____

22 _____:_____

CODE THE MOST INCLUSIVE HOURS. IF THE AGENCY CLOSES FOR LUNCH OR DINNER, IGNORE CLOSED TIME IN ABOVE CODING. DESCRIBE SUCH PERIODS IN A NARRATIVE. IF CLOSED ON THIS DAY CODE 88:88 IN BOTH TIME SLOTS FOR DAY, IF OPEN 24 HOURS THIS DAY, CODE 00:00 TO 24:00. ALSO DISCUSS IN NARRATIVE IF ONE PART OF THE ORGANIZATION IS OPEN WHILE OTHERS ARE CLOSED.

NQ 27

IN THE FOLLOWING SECTION SUBSTITUTE "DOCTOR, NURSE, LAWYER, COUNSELOR" FOR THE TERM "PROFESSIONAL" AS APPROPRIATE.

28. How many people work here full time?

26 _____

INCLUDE ONLY THOSE ASSIGNED TO THIS PART OF A LARGER, MULTI-SERVICE AGENCY SUCH AS A POLICE DEPARTMENT OR COUNTY SOCIAL SERVICES AGENCY.

NQ 28

29. FOR POLICE DEPARTMENTS ONLY: How many of these are sworn officers?

29 _____

30. How many of the full-time staff are volunteers?

32 _____

IF THERE ARE FULL-TIME VOLUNTEERS:

How many of these are professionals?

35 _____

31. How many of the full-time paid staff are professional?

38 _____

32. How many people work here part time?

41 _____

INCLUDE ONLY THOSE ASSIGNED TO THIS PART OF A LARGER, MULTI-SERVICE AGENCY.

NQ 28

33. FOR POLICE DEPARTMENTS ONLY: How many of these are sworn police officers?

44 _____

34. How many of the part-time staff are volunteers?

47 _____

IF THERE ARE PART-TIME VOLUNTEERS:

How many of these are professionals?

50 _____

35. How many of the part-time paid staff are professionals?

53 _____

CLIENTS ARE THE "PEOPLE THE AGENCY WORKS WITH."

36. How many clients does your agency deal with during the average week?

56 _____

37. Do you have facilities and staff to handle more clients than that?

1 no

2 no, have extra facilities, but not staff

3 no, have extra staff, but not facilities

4 yes, have extra staff and facilities

60 1 2 3 4

38. IF AGENCY HAS EXTRA STAFF AND FACILITIES: How many more clients could your agency accommodate per week?
NQ 29

61 ———

39. What proportion of your clients are carry-overs? (are with your agency for more than one week)
NQ 30

64 ———

40. What proportion of your clients have been to your agency before? (are repeaters, returnees)
NQ 31

66 ———

REMINDER: IN THE NEXT SET OF QUESTIONS, THE ALTERNATIVE WORDING (patrol officers) IS TO BE USED IN INTERVIEWS WITH PARTS OF POLICE DEPARTMENTS.

41. What proportion of your clients are referred to you by police (patrol officers)?
NQ 32

68 ———

42. Do police (patrol officers) send people to your agency rather than charge them with crimes?
NQ 33

1__no 2__yes 9__don't know

70 1 2 9

43. Do police (patrol officers) call your agency to have you pick up clients?
NQ 34

1__no 2__yes 9__don't know

71 1 2 9

44. Do police (patrol officers) bring clients to your agency?
NQ 34

1__no 2__yes 9__don't know

72 1 2 9

45. Do police (patrol officers) call your agency to join them at the scene of a problem?
NQ 34

1__no 2__yes 9__don't know

73 1 2 9

46. Do police (patrol officers) give your agency's name and address to people who might need your services?
NQ 34

1__no 2__yes 9__don't know

74 1 2 9

47. Do police (patrol officers) suggest to your agency the names and addresses of people who might need your services?
NQ 34

1__no 2__yes 9__don't know

75 1 2 9

48. What proportion of the clients referred to your agency by police (patrol officers) do you accept?
NQ 35

76 — —

49. FOR POLICE AGENCIES ONLY: What proportion of your clients are handled by sworn officers?
NQ 35

78 — —

NEXT CARD
DUPLICATE 1-12

13 4

50. Which police departments in this metropolitan area refer the most clients to you?

NQ 36

14 — —

ENTER CODES ("JURISDICTION ID") FOR UP TO FOUR OF OUR STUDY DEPARTMENTS IN THE SPACES TO THE RIGHT. USE 98 TO INDICATE A DEPARTMENT WE ARE NOT STUDYING. NOTE NAME OF OTHER DEPARTMENTS IN NARRATIVE.

16 — —

18 — —

20 — —

51. Are there some police departments you could serve that do not currently use your services?

1 ___ no 2 ___ yes 9 ___ don't know

22 1 2 9 +

IF YES: Which departments are these?

NQ 37

23 — —

ENTER CODES AS IN QUESTION 50 AND NAMES IN NARRATIVE.

25 — —

27 — —

Why don't they use your services?

NQ 37

29 — —

1 ___ don't know about them

1 2 3

2 ___ have other programs they use;
don't need them

3 ___ don't understand their usefulness

8 9 +

8 ___ other

31

9 ___ don't know

52. Does your agency provide police departments (patrol officers) with follow-up information on the clients they refer you?

NQ 38

1 ___ no 2 ___ yes

32 1 2 +

IF YES: What kinds of information do you provide?

a. progress reports 33 1 2 +

b. whether the client contacted your agency . . . 34 1 2 +

c. whether the client finished the program. . . . 35 1 2 +

d. how long the client was in the program if he/she did not finish 36 1 2 +

e. recommendations for further police action. . . 37 1 2 +

f. recommendations for other legal action 38 1 2 +

g. other. 39 1 2 +

53. If a client in your agency does not cooperate, or does not finish the program, is he or she subject to further legal action?

NQ 39

1__no 2__yes 3__sometimes

40 1 2 3 +

IF YES OR SOMETIMES:

Are clients aware of this?

1__no 2__yes 3__sometimes

41 1 2 3 +

Who decides to return clients for further legal action?

NQ 39

54. How would you rate the cooperation between members of the staff and local police (patrol officers)? Would you say it is:

1__outstanding
2__good
3__adequate
4__inadequate
5__very poor

DON'T READ: 9__don't know

42 1 2 3 4
5 9 +

55. Describe some of the ways in which they cooperate? (meetings, case consultations, training sessions)

NQ 40

56. How do you think most police (patrol officers) in the area
you serve rate your agency's services? Would they say:
NQ 41

1 outstanding
2 good
3 adequate
4 inadequate
5 very poor

DON'T READ: 9 don't know 1 2 3
43

Now I'd like to discuss your agency's (division's)
expenditures and revenues.

57. What was your total expenditure for the fiscal year including
December 1976? CODE IN THOUSANDS
NQ 42

\$,
44

58. Approximately what proportion of your funds come from:
NQ 43

a. federal government.	49 <u> </u> <u> </u>
b. state government.	51 <u> </u> <u> </u>
c. county government	53 <u> </u> <u> </u>
d. municipal government.	55 <u> </u> <u> </u>
e. contributions from the general public	57 <u> </u> <u> </u>
f. contributions from members (and dues)	59 <u> </u> <u> </u>
g. fees for service.	61 <u> </u> <u> </u>
h. contributions and grants from private foundations	63 <u> </u> <u> </u>
i. church funds.	65 <u> </u> <u> </u>
j. national affiliated organizations	67 <u> </u> <u> </u>
k. other	69 <u> </u> <u> </u>

59. What reports have been prepared on your agency's activities and accomplishments? May I have a copy for our files?

CODE THE NUMBER OF REPORTS AND OTHER DOCUMENTS OBTAINED.
ENTER THE NAMES OF THESE IN NQ 44

71 — —

Thank you for your cooperation. Would you like a copy of our report?

1___ no 2___yes

IF YES BE SURE TO FILL OUT A REQUEST FOR REPORT FORM.

DURING THE COURSE OF THIS INTERVIEW DID THE RESPONDENT INDICATE THAT THE AGENCY VIEWS ITS MISSION AS "CURING PEOPLE" OR "SOLVING PEOPLE'S PROBLEMS" ON THE ONE HAND OR "PROVIDING TEMPORARY RELIEF" ON THE OTHER? IF SO, INDICATE WHAT WAS SAID IN NQ 45?

IF THERE IS OTHER IMPORTANT INFORMATION ABOUT THIS AGENCY THAT HAS NOT BEEN RECORDED ABOVE, PLEASE REPORT IT IN NQ 46.

Time Interview Completed _____ : _____
(Post length of interview on cover page)

Referral Agency Narrative Form

This form provides space to write, in narrative form, any comments or information about the agency that were not fully captured by the structured Referral Agency Interview Form. Many questions on the Interview Form have accompanying Narrative Question numbers. These numbers are to be entered on the Narrative Form and followed by written qualifying or explanatory remarks pertaining to the structured questions. Narratives will be used in data analysis by requesting information written under a particular narrative question number. In addition to allowing the interviewer to expand his thoughts and accurately describe the referral agency representative's responses, the narrative questions will be used to discuss any topics that are not covered adequately by the structured questions.

FORM 25

POLICE SERVICES STUDY
REFERRAL AGENCY NARRATIVE FORM

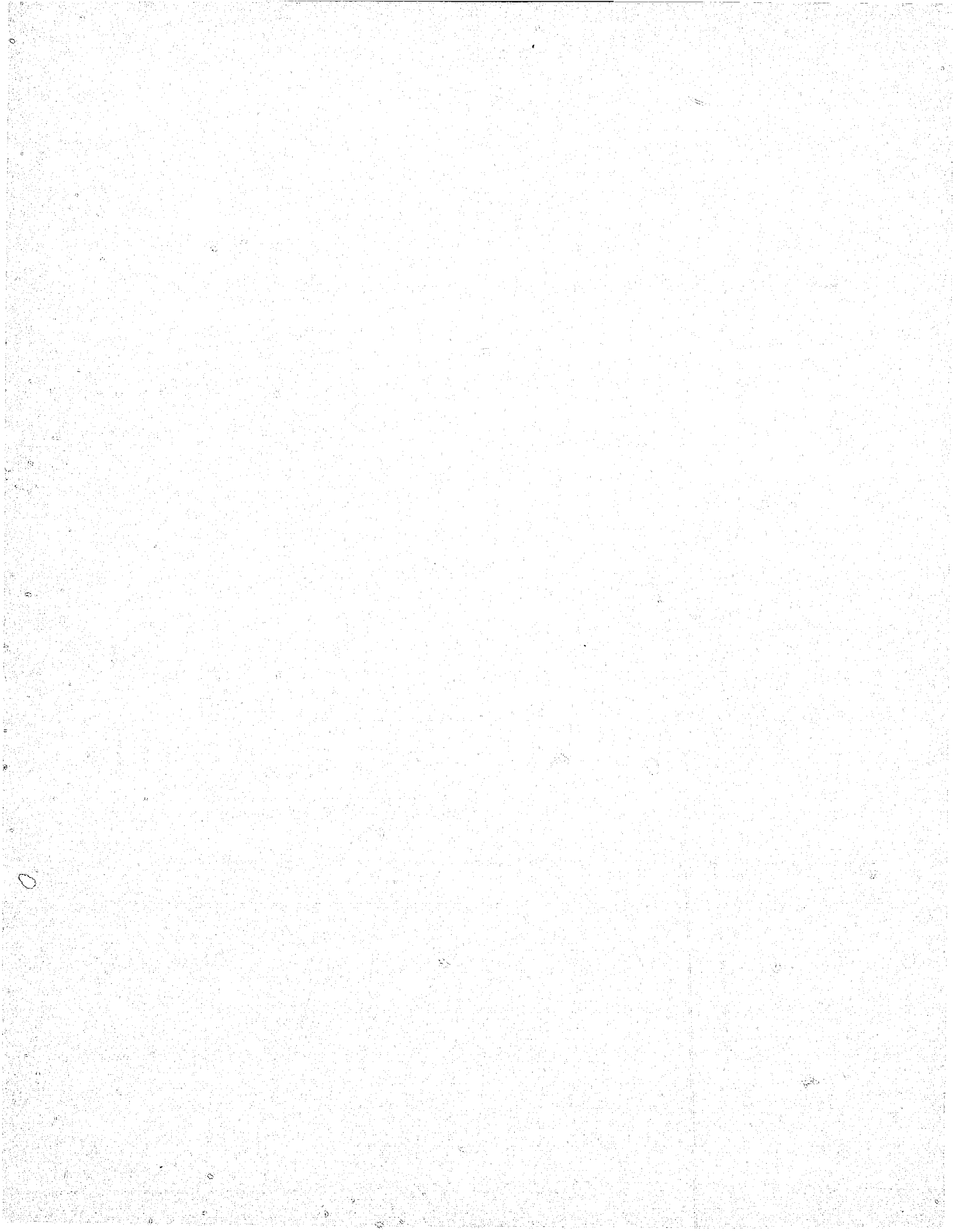
Interview Case Number

2 5 / / + + / + + /
FORM JURIS NEIGH SHIFT SEQUENCE

Interviewer ID Number

Please type with one carbon. Start each narrative field with Narrative Question Number.

Continue on extra forms as needed. Post ID information to each page. Staple all pages together when finished. Send original back to Bloomington. Keep copy in SMSA files.



END